



Victoria Government Gazette

No. S 380 Friday 30 October 2009
By Authority of Victorian Government Printer

Transport Act 1983

CONDITIONS UNDER SECTION 220D

I, Hector McKenzie, Director of Public Transport, pursuant to section 220D of the **Transport Act 1983**, hereby determine and publish in the Government Gazette the conditions contained in the Victorian Fares and Ticketing Manual (myki) to which entitlements to use the public transport services specified in that manual are to be subject (the Myki Ticketing System Conditions).

The Myki Ticketing System Conditions take effect in accordance with the conditions contained in Chapter 1 of that manual.

Dated 30 October 2009

HECTOR McKENZIE
Director of Public Transport

SPECIAL

Transport Act 1983

VICTORIAN FARES AND TICKETING MANUAL (myki)

CHAPTER ONE – INTRODUCTION AND LEGAL STATUS**Legal Status and Application**

The contents of this manual set out conditions that have been determined under section 220D(1) of the **Transport Act 1983**, except for –

- the introduction
- the contents of chapters 1 to 10, 12 and 13 that are in green text
- the contents of chapter 11.

The conditions in this manual apply to the classes of tickets referred to in the manual and govern the entitlement to use the public transport services specified in the manual in respect of which those tickets are issued, subject to the remaining paragraphs and the schedule under this heading.

If –

- (a) a class of ticket is specified in the Victorian Fares and Ticketing Manual (General) (effective 1 January 2009) published in the Victoria Government Gazette No S 395 on 30 December 2008 (as amended) (the General Manual), and
 - (b) such a ticket has been issued in respect of a public transport service referred to in the previous paragraph and continues to be able to be used in relation to such a service; and
 - (c) a person uses or purports to use one of those tickets in relation to such a service –
- the conditions contained in this manual do not apply. The conditions contained in the General Manual apply to that ticket and govern any entitlement to use the service.

The conditions in this manual take effect in respect of a public transport service only if the service is specified in column 1 of the Schedule below and take effect in respect of that service from and including the date of effect specified in column 2 of the Schedule opposite that service. For the purposes of that schedule, ‘Publication Date’ means the date on which the conditions in this manual are published in the Government Gazette.

Additional public transport services and dates of effect may be added to the Schedule by amendments made by conditions determined under section 220D(1) of the **Transport Act 1983** and published in the Government Gazette.

Where ticketing related functions and facilities (other than myki readers) are shown in this manual as being available at a location, they may not be available until full implementation of myki ticketing system equipment at that location.

SCHEDULE

COLUMN 1 PUBLIC TRANSPORT SERVICE	COLUMN 2 DATE OF EFFECT
The bus services operating on the bus routes depicted on the Ballarat transit system map in Chapter 2	The publication date.
The bus services operating on the bus routes depicted on the Bendigo transit system map in Chapter 2	The publication date.
The bus services operating on the bus routes depicted on the Geelong transit system map in Chapter 2	The publication date.
The bus services operating on the bus routes depicted on the Bellarine transit system map in Chapter 2	The publication date.
The bus services operating on the bus routes depicted on the Latrobe Valley map in Chapter 2	The publication date.
The bus services operating on the bus routes depicted on the Seymour map in Chapter 2	The publication date.

Privacy and the myki ticketing system

The State Government understands and respects customers' right to privacy and is committed to privacy protection. Public Transport Authorities are subject to the **Information Privacy Act 2000**.

The myki ticketing system is being managed and implemented by the Transport Ticketing Authority (TTA). TTA has developed a Privacy Policy to regulate the way that it collects, uses and handles personal information. A summarised privacy statement, and the full policy, may be obtained on request by phoning 13 myki (13 6954) or viewed at myki.com.au.

Introduction

Introduction of Victoria's new myki ticketing system has begun.

Over the last few years a great deal of work has been done to prepare for a new, integrated ticketing system covering services across the state. Myki will revolutionise travel for Victorians, allowing seamless journeys across different modes of transport. Customers won't need to worry about what travel zones are relevant or which ticket to buy – myki will automatically work this out and calculate the fare for each journey when a customer correctly touches on and off.

Existing periodical tickets will also be available on myki, and the basic fare structure and products have been retained to ensure customers have maximum flexibility in their ticketing options.

The new ticketing system is already operational in some regional cities. Over the year ahead it will be introduced in the Melbourne metropolitan area and on V/Line services. As a result, details in this manual which are relevant to V/Line implementation may change based on customer experience and feedback as myki is rolled out.

This manual is relevant only for services on which myki and short term smartcard tickets are accepted. Other Victorian public transport services will continue to use their existing ticketing systems for now, and travel on these is covered by the Victorian Fares and Ticketing Manual (General).

HECTOR McKENZIE
Director of Public Transport

CHAPTER TWO – ZONES

For the purposes of the conditions contained in this manual, Victoria’s public transport system is divided into zones, and fares are based on the zones in which travel occurs. The zones for Melbourne trains are defined by the Melbourne train network map. The zones for trams are defined by the Melbourne tram network map. Within zone 1, the City Saver area is defined by the City Saver map. These maps are shown in this chapter. The zones for Melbourne buses are defined in this chapter under the heading ‘Melbourne bus zones’. The zones in regional areas are based on the table on pages 14–24 and the regional city bus maps shown in this chapter.

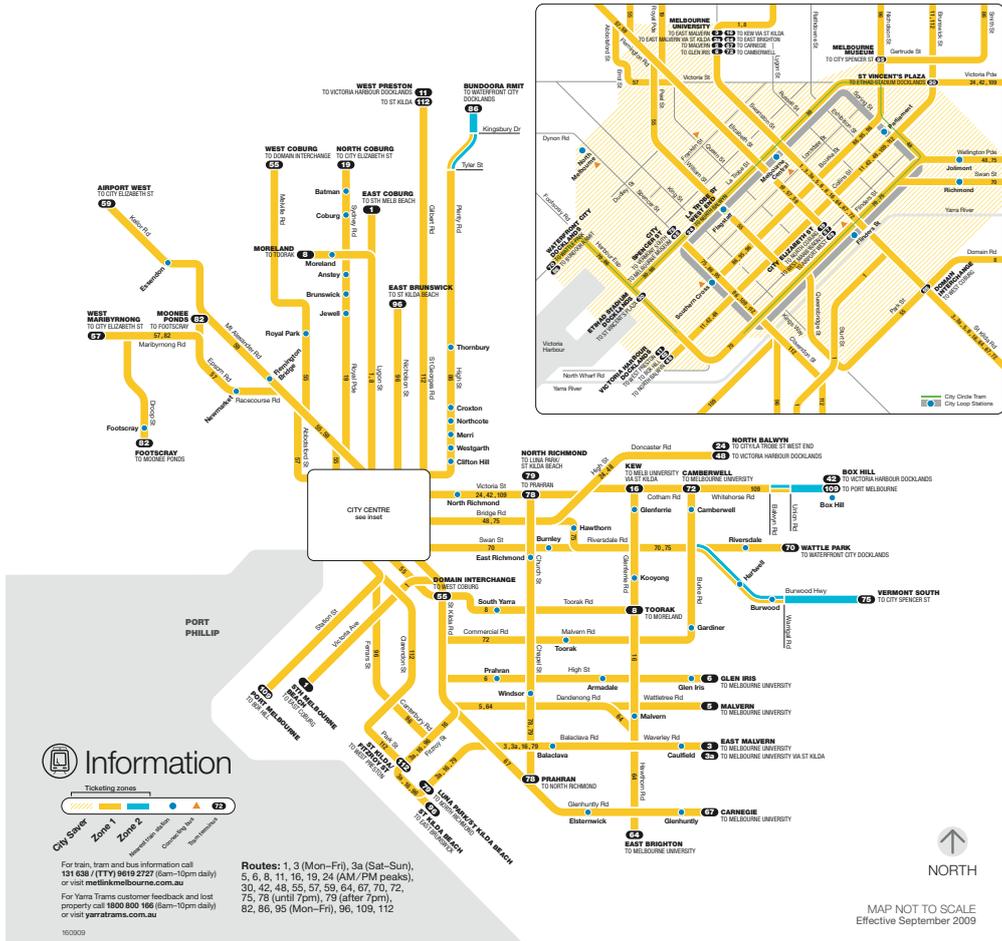
When a customer is using myki money, zones will automatically be taken into account when the correct fare is calculated. If a customer is using a myki pass or short term ticket, the pass or ticket must be valid for travel in the relevant zone(s).

Melbourne train network

Currently there are 75 premium stations in Melbourne that are staffed from first to last train, seven days a week. Premium stations have a customer service centre, where customers can obtain tickets, timetables, information and change for vending machines and pay phones. Most premium stations have customer facilities such as enclosed waiting areas and toilets.



Melbourne tram network



City Saver

The City Saver area is defined in the map below.



Information

- Train station
- City Saver train
- City Saver train
- Train terminus
- Train route
- Bus route
- City Saver boundary
- City Saver area
- Public hospital
- Shopping precinct
- Sports arena
- Place of interest

Melbourne bus zones

Maps showing the bus routes specified below are available for inspection at the MetShop at Melbourne Town Hall, on the Metlink website metlinkmelbourne.com.au and at the office of the Director of Public Transport. To find out the locations of zone boundaries refer to the map or list below. Further information is available by calling Metlink on 131 638.

The following bus routes are entirely within zone 1:

223, 232, 235, 237, 238, 251, 253, 401, 402, 404, 406, 407, 409, 431, 432, 465, 467, 468, 472, 475, 503, 504, 506, 508, 509, 510, 512, 525, 526, 546, 605, 606, 609.

The following bus routes are entirely within zone 2:

270, 271, 273, 279, 280, 281, 282, 284, 286, 293, 295, 364, 366, 367, 413, 416, 418, 419, 421, 422, 423, 424, 425, 436, 437, 438, 439, 440, 441, 442, 443, 444, 445, 457, 458, 459, 460, 461, 481, 484, 485, 486, 487, 488, 500, 518, 520, 528, 529, 532, 533, 538, 540, 541, 544, 554, 557, 558, 559, 560, 562, 564, 570, 571, 572, 575, 577, 578, 579, 580, 582, 631, 663, 664, 670, 671, 672, 673, 675, 676, 677, 679, 680, 681, 682, 685, 686, 687, 688, 689, 690, 691, 693, 694, 695, 697, 698, 699, 705, 706, 708, 732, 735, 736, 737, 738, 740, 745, 753, 754, 755, 757, 758, 765, 768, 769, 770, 771, 772, 773, 774, 775, 776, 777, 778, 779, 780, 781, 783, 784, 785, 789, 790, 791, 795, 796, 797, 799, 813, 814, 815, 821, 823, 824, 825, 827, 828, 832, 833, 836, 837, 838, 839, 841, 842, 843, 844, 845, 848, 849, 850, 857, 861, 885, 888, 889, 892, 893, 894, 895, 896, 897, 901, 902, 926, 927, 928, 929, 943, 965, 981.

The following bus routes are entirely within the overlap between zones 1 and 2:

490, 550, 551, 553.

The following bus routes are within zone 1, but overlap with zone 2 on the portions of the route indicated:

ROUTE

219	Overlaps with zone 2 for all stops along route west of and including Duke Street (Sunshine). Overlaps with zone 2 for all stops between Asling Street (Brighton) and Warriston Street (Brighton).
220	Overlaps with zone 2 for all stops along route west of and including Duke Street (Sunshine).
246	Overlaps with zone 2 for all stops along route north of and including Bell Street (Heidelberg West).
250	Overlaps with zone 2 for all stops along route north of and including Bell Street (Heidelberg West).
340	Overlaps with zone 2 for all stops along route north of and including Bell Street (Heidelberg West).
350	Overlaps with zone 2 for all stops along route north of and including Bell Street (Heidelberg West).
410	Overlaps with zone 2 for all stops along route west of and including Duke Street (Sunshine). 410occ: zone 2 applies for all stops west of Darnley Street (Braybrook).
411	Overlaps with zone 2 for all stops along route west of and including Pier Street (Altona).
412	Overlaps with zone 2 for all stops along route west of and including Pier Street (Altona).
414	Overlaps with zone 2 for all stops along route west of and including Grieve Parade (Brooklyn).

ROUTE

415	Overlaps with zone 2 for all stops along route west of and including Bent Street (Altona).
471	Overlaps with zone 2 for all stops along route west of and including Grieve Parade (Altona North).
501	Overlaps with zone 2 for all stops along route between Airport West Shoppingtown and Niddrie terminus.
527	Overlaps with zone 2 for all stops along route north of and including Gaffney Street (Pascoe Vale).
534	Overlaps with zone 2 for all stops along route west of Ross Street (Coburg North).
548	Overlaps with zone 2 for all stops along route north of and including Bell Street (Heidelberg Heights).
549	Overlaps with zone 2 for all stops along route north of and including Bell Street (Heidelberg West).
567	Overlaps with zone 2 for all stops along route north of Murray Road (Preston).
627	Overlaps with zone 2 for all stops along route south of and including North Road (Ormond) and for all stops along route between Chadstone Shopping Centre and Poath Road (Hughesdale).
630	Overlaps with zone 2 for all stops along route east of and including Katandra Avenue (Ormond).

The following bus routes are within zone 2, but overlap with zone 1 on the portion of the route indicated:

ROUTE

202	Overlaps with zone 1 for all stops along route west of and including Balwyn Road (Balwyn).
285	Overlaps with zone 1 for all stops along route west of Doncaster Rd/Walnut Rd intersection (Balwyn North).
400	Overlaps with zone 1 for all stops along route south of Federation Trail (Laverton North) and east of Sydney Street (Sunshine).
451	Overlaps with zone 1 for all stops along route east of Sydney Street (Sunshine).
454	Overlaps with zone 1 for all stops along route east of Mernda Street (Sunshine West)
456	Overlaps with zone 1 for all stops along route east of Sydney Street (Sunshine).
517	Overlaps with zone 1 for all stops along route north west of Lower Plenty Road/Waiora Road (Heidelberg Heights).
531	Overlaps with zone 1 for all stops along route south of and including Lorne Street/ Sydney Road (Fawkner).
536	Overlaps with zone 1 for all stops along route west of Widford Street (Glenroy).
542	Overlaps with zone 1 for all stops along route south of and including Lytton Street (Glenroy).

ROUTE

555	Overlaps with zone 1 for all stops along route south of and including Reservoir Railway Station.
556	Overlaps with zone 1 for all stops along route south of Gladstone Street (Reservoir).
561	Overlaps with zone 1 for all stops between Reservoir Station and Waiora Road (Macleod West).
563	Overlaps with zone 1 for all stops along route south of O'Connell Street (Kingsbury).
566	Overlaps with zone 1 for all stops along route south of O'Connell Street (Kingsbury).
701	Overlaps with zone 1 for all stops along route north of and including North Road (Hughesdale) and all stops west of and including Jasper Road/Centre Road (Bentleigh).
703	Overlaps with zone 1 for all stops along route west from and including Monash Medical Centre/Centre Road (Bentleigh East). Overlaps with zone 1 for all stops between Clayton Road/North Road (Clayton North) and Monash University Interchange (Clayton North).
704	Overlaps with zone 1 for all stops along route north of and including North Road (Huntingdale).
733	Overlaps with zone 1 for all stops along route north of North Road (Oakleigh). Also overlaps with zone 1 for all stops between Clayton Road/North Road (Clayton North) and Monash University Interchange (Clayton North).
734	Overlaps with zone 1 for all stops along route west of and including Warrigal Road (Ashwood).
742	Overlaps with zone 1 for all stops along route south of and including Garnett Street/Huntingdale Road (Huntingdale).
766	Overlaps with zone 1 for all stops along route west of and including Hamilton Street (Mont Albert).
767	Overlaps with zone 1 for all stops along route between Warrigal Road/Waverley Road (Chadstone) and North Road (Hughesdale).
800	Overlaps with zone 1 for all stops along route west of and including North Road/Princes Highway. (Clayton)
802	Overlaps with zone 1 for all stops along route west of and including Monash University (Clayton)
804	Overlaps with zone 1 for all stops along route west of and including Monash University (Clayton)
811	Overlaps with zone 1 for all stops along route west of and including Halifax Street (Brighton).
812	Overlaps with zone 1 for all stops along route west of and including Halifax Street (Brighton).
862	Overlaps with zone 1 for all stops along route west of and including Monash University (Clayton).

Parts of the following bus routes are within zone 1 and parts are within zone 2 as indicated. Note that most of the following routes include zone overlaps of zones 1 and 2:

ROUTE

200	Zone 1 applies for all stops along route west of Kampman Street (Bulleen). Zone 2 applies for all stops along route north of Doncaster Road (Balwyn North).
201	Zone 1 applies for all stops along route west of and including Balwyn Road (Balwyn). Zone 2 applies for all stops along route east of Belford Road (Kew East).
203	Zone 1 applies for all stops along route west of Kampman Street (Bulleen). Zone 2 applies for all stops along route north of Doncaster Road (Balwyn North).
205	Zone 1 applies for all stops along route west of Kampman Street (Bulleen). Zone 2 applies for all stops along route north of Doncaster Road (Balwyn North).
207	Zone 1 applies for all stops along route west of and including Balwyn Road (Balwyn). Zone 2 applies for all stops along route east of and including Balwyn Road (Balwyn).
215	Zone 1 applies for all stops along route east of and including Sydney Street (Albion). Zone 2 applies for all stops along route west of and including Duke Street (Sunshine).
216	Zone 1 applies for all stops along route east of and including Sydney Street (Albion). Zone 2 applies for all stops along route west of and including Duke Street (Sunshine) and south of Park Street (Brighton).
301	Zone 1 applies for all stops along route west of Kampman Street (Bulleen). Zone 2 applies for all stops along route east of Columba Street overbridge/Eastern Freeway (Balwyn North).
302	Zone 1 applies for all stops along route west of and including Balwyn Road (Balwyn). Zone 2 applies for all stops along route east of Belford Road (Kew East).
303	Zone 1 applies for all stops along route west of Balwyn Road (Balwyn North). Zone 2 applies for all stops along route east of Balwyn Road (Balwyn North).
304	Zone 1 applies for all stops along route west of Balwyn Road (Balwyn North). Zone 2 applies for all stops along route east of Balwyn Road (Balwyn North).
305	Zone 1 applies for all stops along route west of Kampman Street (Bulleen). Zone 2 applies for all stops along route east of Columba Street overbridge/Eastern Freeway (Balwyn North).
306	Zone 1 applies for all stops along route west of Balwyn Road (Balwyn North). Zone 2 applies for all stops along route east of Balwyn Road (Balwyn North).
307	Zone 1 applies for all stops along route west of and including Balwyn Road (Balwyn). Zone 2 applies for all stops along route east of and including Balwyn Road (Balwyn).
308	Zone 1 applies for all stops along route west of Kampman Street (Bulleen). Zone 2 applies for all stops along route east of Columba Street overbridge/Eastern Freeway (Balwyn North).
309	Zone 1 applies for all stops along route west of Balwyn Road (Balwyn North). Zone 2 applies for all stops along route east of Balwyn Road (Balwyn North).
313	Zone 1 applies for all stops along route west of and including Balwyn Road (Balwyn). Zone 2 applies for all stops along route east of and including Balwyn Road (Balwyn).

ROUTE

315	Zone 1 applies for all stops along route west of and including Balwyn Road (Balwyn). Zone 2 applies for all stops along route east of and including Balwyn Road (Balwyn).
316	Zone 1 applies for all stops along route west of Balwyn Road (Balwyn North). Zone 2 applies for all stops along route east of Balwyn Road (Balwyn North).
318	Zone 1 applies for all stops along route west of Balwyn Road (Balwyn North). Zone 2 applies for all stops along route east of Balwyn Road (Balwyn North).
319	Zone 1 applies for all stops along route west of Balwyn Road (Balwyn North). Zone 2 applies for all stops along route east of Balwyn Road (Balwyn North).
408	Zone 1 applies for all stops along route east of St Albans Road (St Albans). Zone 2 applies for all stops along route west of Darnley Street (Braybrook).
476	Zone 1 applies for all stops along route east of Keilor Park Drive (Keilor Park). Zone 2 applies for all stops along route west of and including Matthews Road/Keilor Road (Niddrie)
477	Zone 1 applies for all stops along route south of Malvern Avenue (Tullamarine). Zone 2 applies for all stops north of and including Keilor Road/Matthews Avenue (Niddrie).
478	Zone 1 applies for all stops along route south of Malvern Avenue (Tullamarine). Zone 2 applies for all stops north of and including Keilor Road/Matthews Avenue (Niddrie).
479	Zone 1 applies for all stops along route south of Malvern Avenue (Tullamarine). Zone 2 applies for all stops north of and including Keilor Road/Matthews Avenue (Niddrie).
483	Zone 1 applies for all stops along route east of Keilor Park Drive (Keilor Park). Zone 2 applies for all stops along route west of and including Matthews Road/Keilor Road (Niddrie)
513	Zone 1 applies for all stops along route west of Cape Street/Burgundy Street (Heidelberg). Zone 2 applies for all stops along route east of and including Oriel Road (Heidelberg West) and north of Gaffney Street (Pascoe Vale).
530	Zone 1 applies for all stops along route south of and including Lorne Street/Sydney Road (Fawkner). Zone 2 applies for all stops along route north of and including Bakers Road (Coburg North).
552	Zone 1 applies for all stops along route south of Evans Crescent (Reservoir). Zone 2 applies for all stops along route north of Dundas Street (Thornbury).
600	Zone 1 applies for all stops along route north of and including South Road (Brighton). Zone 2 applies for all stops along route south of and including Bay Street (Brighton).
612	Zone 1 applies for all stops along route south of and including Whitehorse Road (Surrey Hills). Zone 2 applies for all stops along route north of and including Camberwell Road/Bowen Street (Camberwell).
623	Zone 1 applies for all stops along route west of and including Warrigal Road (Chadstone). Zone 2 applies for all stops along route east of and including Chadstone Shopping Centre (Malvern East).

ROUTE

624	Zone 1 applies for all stops along route south of Atkinson Street/Atherton Road (Oakleigh) and south of Power Avenue/Warrigal Road (Ashwood). Zone 2 applies for all stops along route east of and including Chadstone Shopping Centre.
822	Zone 1 applies for all stops along route north of South Road (Bentleigh East). Zone 2 applies for all stops along route south of and including North Road (Murrumbeena).
900	Zone 1 applies for all stops along route west of and including Monash University Bus interchange (Clayton North). Zone 2 applies for all stops along route east of and including Chadstone Shopping Centre.
903	Zone 1 applies for all stops along route west of and including Dora Street (Heidelberg). Zone 2 applies for all stops along route east of and including Hannah Street (Preston). Overlaps with Zone 1 for all stops between Elgar Road (Surrey Hills) and North Road (Bentleigh East) inclusive. Overlaps with Zone 2 for all stops between Western Ring Road/McIntyre Rd (Sunshine North) and Somerville Road/McDonald Road (Brooklyn) inclusive.
922	Zone 1 applies for all stops along route north of and including South Road (Brighton). Zone 2 applies for all stops along route south of and including Bay Street (Brighton).
923	Zone 1 applies for all stops along route north of and including South Road (Brighton). Zone 2 applies for all stops along route south of and including Bay Street (Brighton).
942	Zone 1 applies for all stops along route east of Mernda Street (Sunshine West). Zone 2 applies for all stops along route west of Duke Street (Sunshine).
944	Zone 1 applies for all stops along route east of and including Point Cook Rd (Altona Meadows). Zone 2 applies for all stops along route west of and including Civic Pde (Altona).
954	To Craigieburn: Zone 1 applies for all stops along route south of and including Malvern Avenue (Tullamarine). Zone 2 applies for all stops north of and including Keilor Road/Matthews Avenue (Niddrie).
954	To Melbourne: Zone 1 applies for all stops along route south of and including Belair Avenue/Pascoe Vale Road (Glenroy). Zone 2 applies for all stops along route north of and including Gaffney Street (Pascoe Vale).
956	Zone 1 applies for all stops along route south of and including Reservoir Railway Station. Zone 2 applies for all stops along route north of and including Bell Street/High Street (Preston).
958	Zone 1 applies for all stops along route south of and including Kingsbury Drive/Plenty Road (Bundoora). Zone 2 applies for all stops along route north of and including Bell Street/Upper Heidelberg Road (Heidelberg).
961	Zone 1 applies for all stops along route west of Kampman Street (Bulleen). Zone 2 applies for all stops along route east of Columba Street overbridge/Eastern Freeway (Balwyn North).
966	Zone 1 applies for all stops along route west of and including Balwyn Road (Balwyn North). Zone 2 applies for all stops along route east of and including Balwyn Road (Balwyn North).

ROUTE

- | | |
|-----|--|
| 968 | Zone 1 applies for all stops along route west of and including Warrigal Road (Burwood).
Zone 2 applies for all stops east of and including Burke Road (Camberwell). |
| 980 | Zone 1 applies for all stops along route west of and including Warrigal Road (Oakleigh).
Zone 2 applies for all stops along route east of Poath Road (Hughesdale). |
-

Metropolitan bus routes extending outside the Melbourne metropolitan area

Parts of the routes listed below are in zone 1 or zone 2 as indicated. These routes also extend beyond zones 1 and 2. Most of these routes include zone overlaps.

ROUTE

- | | |
|-----|--|
| 683 | Zone 2 applies west of Allsops Road/Wickhams Road (Woori Yallock). Zone 3 applies east of Allsops Road/Wickham Road (Woori Yallock). |
| 684 | Zone 2 applies west of Maroondah Highway/Goondah Lane (Healesville). See pages 14–24 for zones of stops on this route east of Maroondah Highway/Goondah Lane (Healesville). |
| 692 | Zone 2 applies west of Allsops Road/Wickhams Road (Woori Yallock). Zone 3 applies east of Allsops Road/Wickham Road (Woori Yallock). |
| 782 | Zone 2 applies north of Flinders Road/Pacific Drive (Frankston). Zone 3 applies south of Flinders Road/Pacific Drive (Frankston). |
| 787 | Zone 3 applies east of Brendel Street (Rosebud). Zone 4 applies west of Lonsdale Street (McCrae). |
| 788 | Zone 2 applies north of Nepean Highway/Bruce Road (Mount Martha). Zone 3 applies south of Main Street (Mornington) and east of Brendel Street/Nepean Highway (Rosebud West). Zone 4 applies west of Lonsdale Street (McCrae). |
| 970 | Zone 1 applies south of Centre Road (Brighton). Zone 2 applies south of North Road (Gardenvale) to north of Nepean Highway/Bruce Road (Mt Martha). Zone 3 applies south of Main Street (Mornington) and east of Brendel Street/Nepean Highway (Rosebud West). Zone 4 applies west of Lonsdale Street (McCrae). |
-

Stops and fare zones

The table on the next few pages shows the public transport zone for stations (via train) and V/Line coach stops.

LOCATION	ZONE	LOCATION	ZONE
ACHERON	9	BALRANALD (NSW)	41
ADELAIDE CITY (SA)	73	BANNERTON T/O	43/44
ADELAIDE HILLS (SA)	73	BANNOCKBURN	5/6
AIRCRAFT	2	BARHAM (NSW)	25
AIREYS INLET	11	BARMAH	17
ALAMEIN	1	BAROOGA (NSW)	21/22
ALBERTON	18	BARRAPORT	25
ALBION	1/2	BASS	7/8
ALBURY (NSW)	28	BATEMANS BAY (NSW)	78
ALEXANDRA	9/10	BATESFORD	4
ALLENDALE	10	BATMAN	1/2
ALPHINGTON	1	BAXTER	2
ALTONA	1/2	BAY OF ISLANDS	28
ANDERSON	7/8	BAYSWATER	2
ANGLESEA	9/10	BEACONSFIELD	2
ANNUELLO T/O	41/42	BEALIBA	18/19
ANSTEY	1	BEARS LAGOON	19
APOLLO BAY	18/19	BEAUFORT	12/13
ARARAT	17/18	BEECHWORTH	24/25
ARDEER	2	BEGA (NSW)	65
ARMADALE	1	BELGRAVE	2
ASCOT	11	BELL	1
ASCOT VALE	1	BELL PARK	4
ASHBURTON	1	BELLBRAE	7/8
ASPENDALE	2	BELLS BEACH T/O	5/6
AUBURN	1	BELMONT	4
AVENEL	8/9	BEMM RIVER T/O	41/42
AVOCA	14	BENALLA	16/17
BACCHUS MARSH	2/3	BENDIGO	13
BAIRNSDALE	24	BENTLEIGH	1/2
BALACLAVA	1	BERRIGAN (NSW)	27
BALLAN	4/5	BERRIWILLOCK	32/33
BALLARAT	8	BERWICK	2
BALLENDILLA	16/17	BEULAH	34/35

LOCATION	ZONE	LOCATION	ZONE
BIRCHIP	30/31	CABBAGE TREE CREEK	40/41
BIRREGURRA	10	CAMBERWELL	1
BITTERN	2	CAMPBELLFIELD	2
BLACKBURN	2	CAMPBELLTOWN	11
BLAMPIED	8	CAMPERDOWN	16/17
BODALLA (NSW)	76	CANBERRA (ACT)	71
BOMBALA (NSW)	57/58	CANBERRA CITY (ACT)	71
BONBEACH	2	CANN RIVER	48
BONNIE DOON	16	CANNIE	28
BOOLARRA	10	CANTERBURY	1/2
BOORT	23/24	CAPE PATERSON	10
BORDERTOWN (SA)	44/45	CARAMUT	23/24
BORONIA	2	CARDIGAN VILLAGE	9
BORUNG	21/22	CARISBROOK	14
BOUNDARY BEND	40/41	CARNEGIE	1
BOX HILL	2	CARRAJUNG	15
BRIDGEWATER	17	CARRUM	2
BRIGHT	28/29	CARWARP	50
BRIGHTON BEACH	1/2	CASTERTON	34
BRIM	32/33	CASTLEMAINE	9/10
BROADFORD	4/5	CAULFIELD	1
BROADMEADOWS	2	CHARLTON	24/25
BROOMFIELD	10	CHATHAM	1/2
BRUNSWICK	1	CHELSEA	2
BUANGOR	15/16	CHELTENHAM	2
BUCCLEUCH (SA)	60	CHILTERN	23/24
BUFFALO T/O	12/13	CHURCHILL	11
BULLARTO	7	CLARENDON	8
BUNBARTHA	17	CLARKEFIELD	2
BUNINYONG	8	CLAYTON	2
BUNYIP	4/5	CLIFTON HILL	1
BURNLEY	1	CLUNES	11/12
BURRUMBEET	10	COAL CREEK	8
BURWOOD	1	COBARGO (NSW)	69
BUXTON	7/8	COBRAM	21/22
BYADUK	30	COBURG	1
BYADUK NORTH	29/30	COHUNA	23/24

LOCATION	ZONE	LOCATION	ZONE
COLAC	11/12	DEVENISH	19
COLBINABBIN	9/10	DIAMOND CREEK	2
COLEAMBALLY (NSW)	36	DIGGERS REST	2
COLERAINE	31/32	DIMBOOLA	32/33
COLLINGWOOD	1	DINGEE	17/18
COOMA (NSW)	66	DONALD	25/26
COOMBAH	65	DONNYBROOK	2
COONALPYN (SA)	55/56	DROUIN	6
CORINELLA	6/7	DUDLEY	9
CORIO	3/4	DUNACH	13
CORONET BAY	6/7	DUNKELD	24/25
COROP	12/13	DUNOLLY	17/18
COROWA (NSW)	24	DURHAM OX	22/23
COWES	8	EAGLE POINT	28
COWWARR	15	EAGLEHAWK	13/14
CRAIGIEBURN	2	EAGLEMONT	1/2
CRANBOURNE	2	EAST CAMBERWELL	1
CRESWICK	9	EAST MALVERN	1/2
CRIB POINT	2	EAST RICHMOND	1
CROXTON	1	EAST TRENTHAM	7
CROYDON	2	EASTERN VIEW	11/12
CULGOA	31	ECHUCA	18
DADSWELLS BRIDGE	23/24	ECHUCA ROADHOUSE	18
DAISY HILL	14	ECHUCA SOUTH	18
DALYSTON	9	ECHUCA	18
DANDENONG	2	EDEN (NSW)	57/58
DAREBIN	1	EDITHVALE	2
DARLING	1/2	EILDON	11
DARLINGTON	18/19	ELAINE	8
DARLINGTON POINT	39/40	ELMORE	14
DARNUM	7/8	ELSTERNWICK	1
DARTMOOR	39/40	ELTHAM	2
DAYLESFORD	7/8	EMU	19/20
DEER PARK	2	EPPING	2
DENILQUIN (NSW)	20	ESSENDON	1
DENNIS	1	EUROA	12
DERRINALLUM	15/16	EUSTON	45/46

LOCATION	ZONE	LOCATION	ZONE
EVERTON	22	GLENORCHY	22/23
FAIRFIELD	1	GLENROWAN	18
FAIRHAVEN	11/12	GLENROY	1/2
FAWKNER	1/2	GOORAMBAT	18
FERNTREE GULLY	2	GOORNONG	13/14
FINLEY (NSW)	24/25	GORDON	6
FISH CREEK	12/13	GORMANDALE	14
FIVE WAYS	2	GOWRIE	2
FLAGSTAFF	1	GRANTVILLE	6
FLEMINGTON BRIDGE	1	GREAT WESTERN	19/20
FLEMINGTON R/C	1	GREDGWIN	25/26
FLINDERS ST	1	GREENSBOROUGH	2
FLOWERDALE	4/5	GRIFFITH (NSW)	43
FOOTSCRAY	1	GROVEDALE	4
FOSTER	14/15	GUILDFORD	10
FRANKSTON	2	GUNBOWER	22/23
GALAQUIL	33/34	GUNDAGAI (NSW)	55/56
GARDENVALE	1	HADDON	8/9
GARDINER	1	HALLAM	2
GARFIELD	4/5	HALLS GAP	22
GEELONG	4	HAMILTON	27/28
GENOA	52/53	HAMPTON	2
GERANIUM (SA)	59	HARCOURT	10/11
GHERINGHAP	4/5	HARTWELL	2
GINIFER	2	HASTINGS	2
GIPSY POINT (NSW)	53/54	HATTAH	46/47
GIRGARRE	12	HAWKESDALE	26
GISBORNE	3/4	HAWKSBURN	1
GLEN IRIS	1	HAWTHORN	1
GLEN THOMPSON	22/23	HEALESVILLE	2
GLEN WAVERLEY	2	HEATHCOTE	6/7
GLENBERVIE	1	HEATHCOTE JUNCTION	2
GLENBURN	8/9	HEATHERDALE	2
GLENFERRIE	1	HEATHMONT	2
GLENGARRY	13/14	HEIDELBERG	1/2
GLENHUNTLY	1	HEPBURN SPRINGS	7/8
GLENLOTH T/O	25/26	HEXHAM	22

LOCATION	ZONE	LOCATION	ZONE
HEYFIELD	16/17	KERANG	25/26
HEYINGTON	1	KEW	1
HEYWOOD	34/35	KIATA	34/35
HIGHETT	2	KILCUNDA	8
HOLBROOK (NSW)	39/40	KILMORE	3
HOLMESGLEN	1/2	KILMORE EAST	3/4
HOPETOUN	37	KINGLAKE WEST	2
HOPPERS CROSSING	2	KOO WEE RUP	3/4
HORSHAM	28/29	KOONDROOK	24/25
HUGHESDALE	1/2	KOONOOMOO	21/22
HUNTINGDALE	1/2	KOORYONG	1
HURSTBRIDGE	2	KOROIT	24
ILLOWA	23/24	KORONG VALE	21
INGLEWOOD	17/18	KORUMBURRA	8
INVERLOCH	11	KORWEINGUBOORA	6/7
IRYMPLE	52	KYABRAM	14/15
IVANHOE	1/2	KYNETON	6/7
JABUK (SA)	59	LABURNUM	2
JACANA	2	LAKE BOGA	29/30
JAN JUC T/O	5/6	LAKE BOLAC	18/19
JERILDERIE (NSW)	30/31	LAKE CHARM	27/28
JEWELL	1	LAKE TYERS BEACH	30
JOHNSONVILLE	27/28	LAKE TYERS T/O	30
JOLIMONT	1	LAKES ENTRANCE	30
JORDANVILLE	2	LAL LAL	8
KAARIMBA	17	LALBERT	29
KALIMNA	30	LALOR	2
KALIMNA WEST	30	LAMEROO (SA)	56
KANANOOK	2	LANCASTER	14
KANGAROO FLAT	12/13	LANCEFIELD	5/6
KANIVA	39/40	LANG LANG	4/5
KATUNGA	19	LANGI KAL KAL	12
KEILOR PLAINS	2	LARA	2/3/4
KEITH (SA)	48/49	LASCELLES	37/38
KENNETT RIVER	16	LATROBE HOSPITAL	11/12
KENSINGTON	1	LA TROBE UNIVERSITY	1
KEON PARK	2	LAVERS HILL	23

LOCATION	ZONE	LOCATION	ZONE
LAVERTON	1/2	MARSHALL	4/5
LEARMONTH	11	MARYBOROUGH	14
LEAWARRA	2	MARYSVILLE	6/7
LEITCHVILLE	23/24	MATHOURA (NSW)	18
LEONARDS HILL H	7	MCKINNON	1/2
LEONGATHA	9/10	MEATIAN	30
LETHBRIDGE	6	MEENIYAN	11
LEXTON	14	MELBOURNE CENTRAL	1
LILLIMUR	40/41	MELTON	2
LILYDALE	2	MENTONE	2
LINDENOW T/O	22/23	MEREDITH	7
LINTON	11/12	MERIMBULA (NSW)	62
LISMORE	15/16	MERINDA PARK	2
LITTLE RIVER	2	MERINO	33/34
LOCH	6/7	MERLYNSTON	1/2
LOCH-ARD GORGE	26	MERRI	1
LOCKINGTON	17	MERRIGUM	14
LOCKWOOD	11	MERTON	14/15
LONDON BRIDGE	27	MIDDLE BRIGHTON	1/2
LONGWARRY	5/6	MIDDLE FOOTSCRAY	1
LORNE	13/14	MILDURA	52/53
LYONVILLE	7	MID VALLEY SHOPPING CNTR	11
MACARTHUR	29	MINERAL SPRINGS	6/7
MACAULAY	1	MINER'S REST	9
MACEDON	3/4	MINGARA DRIVE	5
MACLEOD	2	MINYIP	28
MAFFRA	17	MIRBOO NORTH	9
MAIDEN GULLY	13/14	MITCHAM	2
MAINDAMPLE	16/17	MITIAMO	19/20
MALDON	11	MOAMA (NSW)	18
MALLACOOTA	54	MOE	9/10
MALMSBURY	7/8	MOGO (NSW)	78
MALVERN	1	MOLESWORTH	11/12
MANANGATANG	39/40	MONEGEETA	3/4
MANSFIELD	18/19	MONT ALBERT	1/2
MARNOO	23/24	MONTMORENCY	2
MARONG	14/15	MOOLORT T/O	12/13

LOCATION	ZONE	LOCATION	ZONE
MOONEE PONDS	1	NATHALIA	17
MOORABBIN	2	NAVIGATORS	8
MOORLANDS (SA)	61	NEWBOROUGH	10
MOOROOLBARK	2	NEWBRIDGE	16
MOOROOPNA	14/15	NEWHAVEN T/O	7/8
MORDIALLOC	2	NEWLYN	8
MORELAND	1	NEWMARKET	1
MORTLAKE	20/21	NEWMERELLA	36/37
MORUYA (NSW)	76	NEWPORT	1
MORWELL	11	NEWSTEAD	11
MOUNT WAVERLEY	2	NHILL	36
MOYSTON	19	NICHOLSON	25/26
MT. BARKER	73	NILMA	7
MT. BEAUTY	34	NIMMITABEL	66
MT. BULLER	23	NOBLE PARK	2
MT. EGERTON	6	NOORAT	19
MT. GAMBIER (SA)	43	NORTH BRIGHTON	1/2
MT. HELEN	8	NORTH GEELONG	3/4
MULWALA (NSW)	22	NORTH MELBOURNE	1
MURCHISON	11/12	NORTH RICHMOND	1
MURCHISON EAST	11/12	NORTH SHORE	3/4
MURRAY BRIDGE (SA)	64	NORTH WILLIAMSTOWN	1
MURRAYVILLE	51	NORTHCOTE	1
MURRUMBATEMAN (NSW)	71	NOWA NOWA	32/33
MURRUMBEENA	1	NULLAWIL	29/30
MURTOA	26	NUMURKAH	18/19
MUSK	7	NUNAWADING	2
MUSKVALE	7	NYAH	33/34
MYOLA	9	NYAH WEST	34
MYRTLEFORD	25/26	NYORA	5/6
MYSIA	22	OAK PARK	1/2
NAGAMBIE	9/10	OAKLEIGH	1/2
NAR NAR GOON	3/4	OFFICER	2
NARBETHONG	5	OLD HEPBURN	8
NAROOMA (NSW)	73	ORBOST	37/38
NARRAWONG	31/32	ORMOND	1/2
NARRE WARREN	2	OUYEN	42/43

LOCATION	ZONE	LOCATION	ZONE
PAKENHAM	2	RINGWOOD	2
PAMBULA (NSW)	60/61	RINGWOOD EAST	2
PARILLA (SA)	55	RIPPONLEA	1
PARKDALE	2	RIVERSDALE	1
PARKVILLE	1	ROBINVALE	45
PARLIAMENT	1	ROCHESTER	15/16
PARRAKIE (SA)	59	ROCKBANK	2
PASCOE VALE	1/2	ROMSEY	4/5
PATTERSON	2	ROSANNA	2
PAYNESVILLE	29	ROSEBERY	35/36
PEAKE (SA)	60	ROSEDALE	14/15
PENSHURST	26/27	ROXBURGH PARK	2
PETERBOROUGH	28	ROYAL PARK	1
PIANGLE	35/36	RUPANYUP	26
PICOLA	17	RUSHALL	1
PIMPINIO	30/31	RUSHWORTH	10/11
PINNAROO (SA)	53	RUTHERGLEN	23/24
PIRRON YALLOCK	14	RUTHVEN	2
POINT ROADKNIGHT	9/10	SAILORS FALLS	7
POMONAL	21	SALE	17/18
POREPUNKAH	27/28	SAN REMO	7/8
PORT CAMPBELL	27	SANDFORD	34
PORT FAIRY	26	SANDOWN PARK	2
PORTLAND	33/34	SANDRINGHAM	2
PRAHRAN	1	SCARSDALE	10/11
PRESTON	1/2	SEA LAKE	34
PRINCETOWN T/O	26	SEAFORD	2
PUCKAPUNYAL	6	SEAHOLME	1
PYALONG	5/6	SEBASTAPOL	8/9
PYRAMID	21/22	SEBASTIAN	15
QUAMBATOOK	27/28	SEDDON	1
RAYWOOD	16	SERPENTINE	18/19
REDCLIFFS	51/52	SEYMOUR	6/7
REGENT	1/2	SHEEP HILLS T/O	29/30
RESERVOIR	1/2	SHEPPARTON	15
RICHMOND	1	SHERLOCK (SA)	60
RIDDELLS CREEK	2/3	SHERWOOD PARK	23

LOCATION	ZONE	LOCATION	ZONE
SHOWGROUNDS	1	TAGGERTY	8/9
SKENES CREEK	16/17	TAILEM BEND (SA)	61/62
SKIPTON	13/14	TALBOT	13/14
SMEATON	11	TALLAROOK	5/6
SMYTHES CREEK	8	TALLYGAROPNA	16/17
SMYTHESDALE	10/11	TARCUTTA	46/47
SOMERVILLE	2	TARNAGULLA	16/17
SOUTH GEELONG	4	TARRINGTON	27/28
SOUTH KENSINGTON	1	TATURA	13
SOUTH YARRA	1	TECOMA	2
SOUTHERN CROSS	1	TEDDYWADDY	25
SOUTHLAND CP	5	TEMPY	40/41
SOVEREIGN HILL	8	TENBY POINT	6/7
SPEED	38/39	TERANG	18/19
SPOTSWOOD	1	THE GURDIES	5/6
SPRING CREEK	19	THOMASTOWN	2
SPRINGHURST	22	THORNBURY	1
SPRINGVALE	2	THORNTON	10/11
ST. ALBANS	2	TINAMBA	17
ST. ARNAUD	21/22	TINTINARA (SA)	52/53
ST. JAMES	19	TOCUMWAL (NSW)	22
STANHOPE	11	TONGALA	16
STAWELL	20/21	TOOBORAC	6/7
STONEHUT ROAD	5/6	TOOLEYBUC (NSW)	35
STONEYFORD	14	TOOLLEEN	9
STONY POINT	2	TOONGABBIE	14/15
STRANGWAYS	11	TOORA	15
STRATFORD	18/19	TOORADIN	2
STRATHMERTON	20	TOORAK	1
STRATHMORE	1	TOORONGA	1
STREATHAM	16/17	TORQUAY	5/6
SUNBURY	2	TORRUMBARRY	21/22
SUNSHINE	1/2	TOSTAREE	33/34
SURREY HILLS	1/2	TOTTENHAM	1
SWAN HILL	31	TRAFALGAR	8/9
SWAN REACH	28/29	TRAFALGAR EAST	8/9
SYNDAL	2	TRARALGON	12/13

LOCATION	ZONE	LOCATION	ZONE
TRAWALLA	11/12	WELSHPOOL	16
TRENTHAM	6/7	WENDOUREE	8
TULLAMARINE AIRPORT	2	WERRIBEE	2
TUNGAMAH	20/21	WEST FOOTSCRAY	1
TUROSS (NSW)	76	WEST RICHMOND	1
TURRIFF	38/39	WESTALL	2
TWELVE APOSTLES	26	WESTGARTH	1
TYABB STATION	2	WESTMERE	17/18
TYERS	13	WESTONA	1
TYLDEN	5/6	WHITTLESEA	2
TYNONG	3/4	WICKLIFFE	19/20
TYRENDARRA	30/31	WILKAWATT (SA)	57/58
ULTIMA	31	WILLAURA	21
UNDERBOOL	46	WILLIAMSTOWN	1
UPFIELD	2	WILLIAMSTOWN BEACH	1
UPPER FERNTREE GULLY	2	WILLISON	1
UPWEY	2	WINCHELSEA	8
VICTORIA PARK	1	WINDSOR STATION	1
VIOLET TOWN	13/14	WODONGA	26/27
WAHGUNYAH	24	WOLSELEY (SA)	43
WALLAN	2	WONBOYN (NSW)	57/58
WALPEUP	45	WONGARRA T/O	16/17
WANDONG	2	WONTHAGGI	9
WANGARATTA	20	WON-WRON	17
WARBURTON	3	WOOD WOOD	34/35
WARRACKNABEAL	31	WOODEND	4/5
WARRAGUL	6/7	WOODFIELD	15/16
WARRENHEIP T/O	8	WOODSIDE	17
WARRNAMBOOL	23	WOODVALE	14
WATCHEM	28/29	WOOLSTHORPE	25
WATERGARDENS	2	WOOMARGAMA (NSW)	38/39
WATSONIA	2	WOOMELANG	35
WATTLE GLEN	2	WOORINEN SOUTH	31
WAUBRA	13	WOORI YALLOCK	2
WAYGARA	35	WUNGHNU	17/18
WEDDERBURN	21	WYCHEPROOF	27
WELSHMANS REEF	15	WYE RIVER	15/16

LOCATION	ZONE
WYUNA	16
YALLOURN NORTH	11
YALLOURN TAFE (NEWBOROUGH)	10
YAMBUK	27/28
YARCK	12/13
YARRA GLEN	2
YARRA JUNCTION	3
YARRAGON	9
YARRAM	18
YARRAMAN	2
YARRAVILLE	1
YARRAWONGA	22
YARROWEYAH	20/21
YASS TOWN (NSW)	63
YEA	9/10
YENDON	8
YINNAR	10/11
ZEERUST	15/16

Regional bus networks

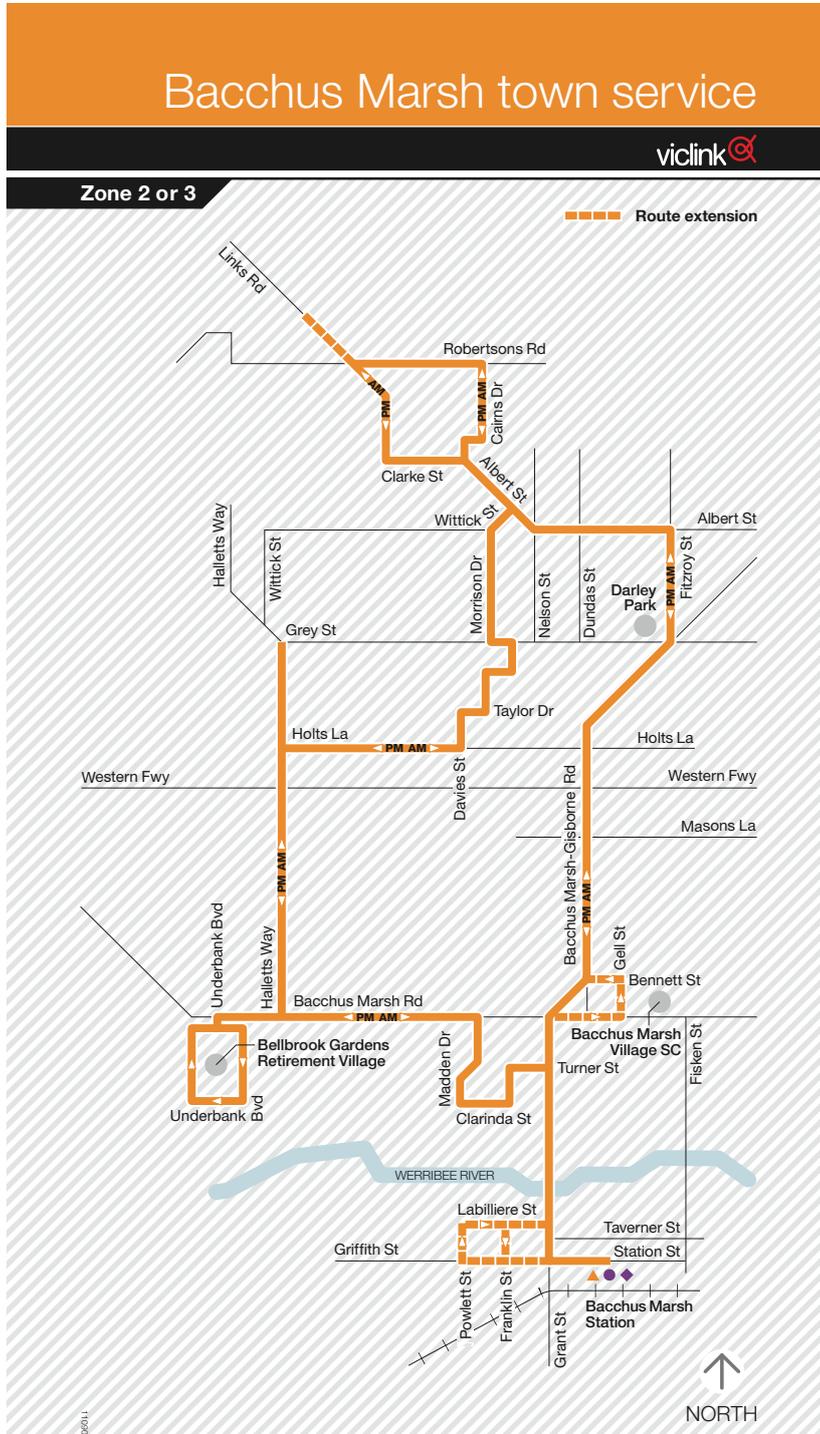
The following regional bus networks are included in the myki ticketing system and located in the zones listed below. Zone overlaps are present in some cities as indicated. For further information on other regional bus networks contact Viclink on 136 196.

NETWORK	ZONE
Bacchus Marsh	2/3
Ballarat	8
Bellarine	5
Bendigo	13
Geelong	4
Kilmore	3/4
Moe	9/10
Morwell	11
Seymour	6/7
Traralgon	12/13
Wallan	2
Warragul	6/7

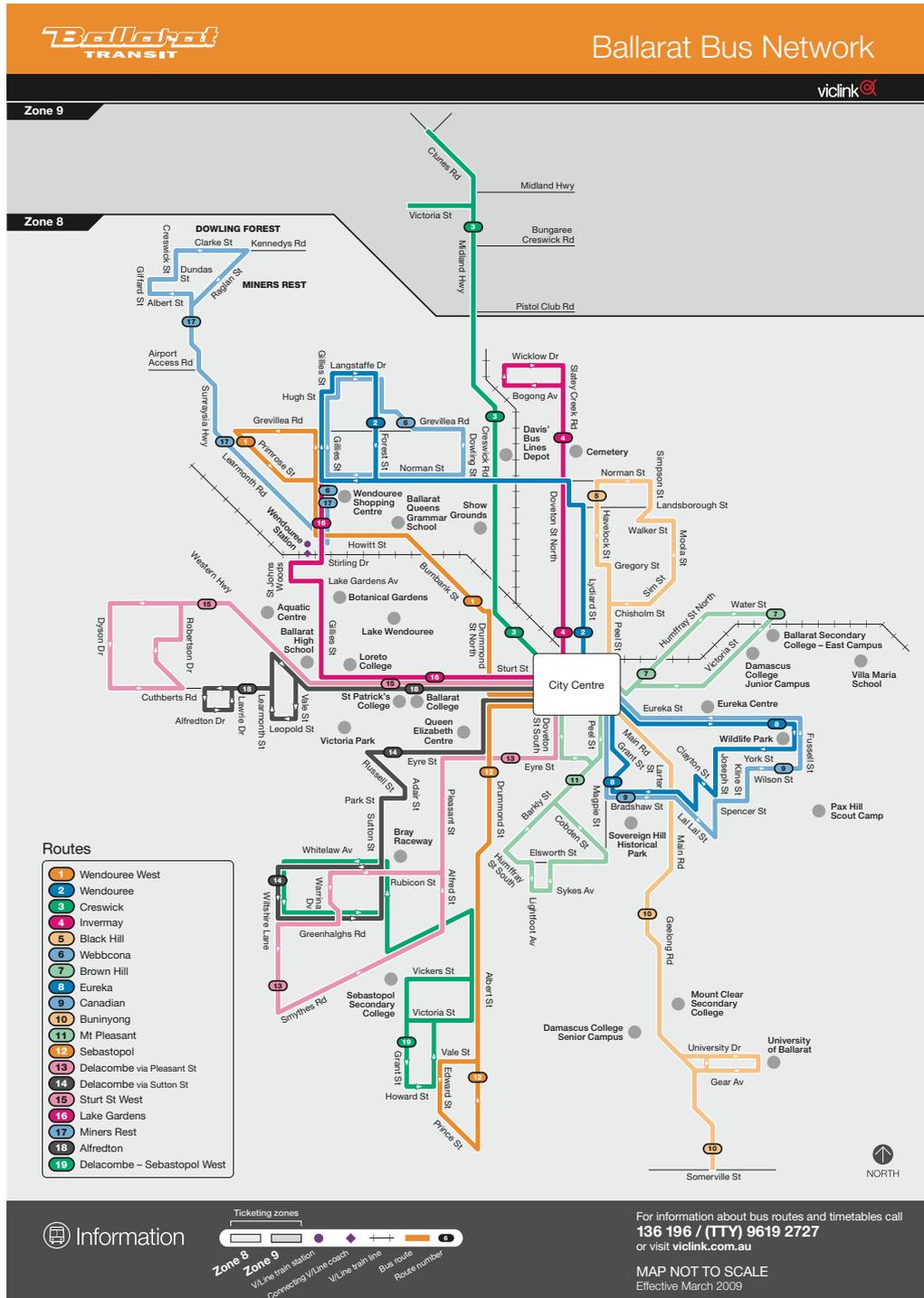
The following pages show zone maps for Bacchus Marsh, Ballarat, Bendigo, Geelong, Bellarine, Latrobe Valley, Kilmore, Wallan and Seymour services.

For fares for bus services not included in the myki ticketing system please refer to the separate Regional Bus Fares Supplement.

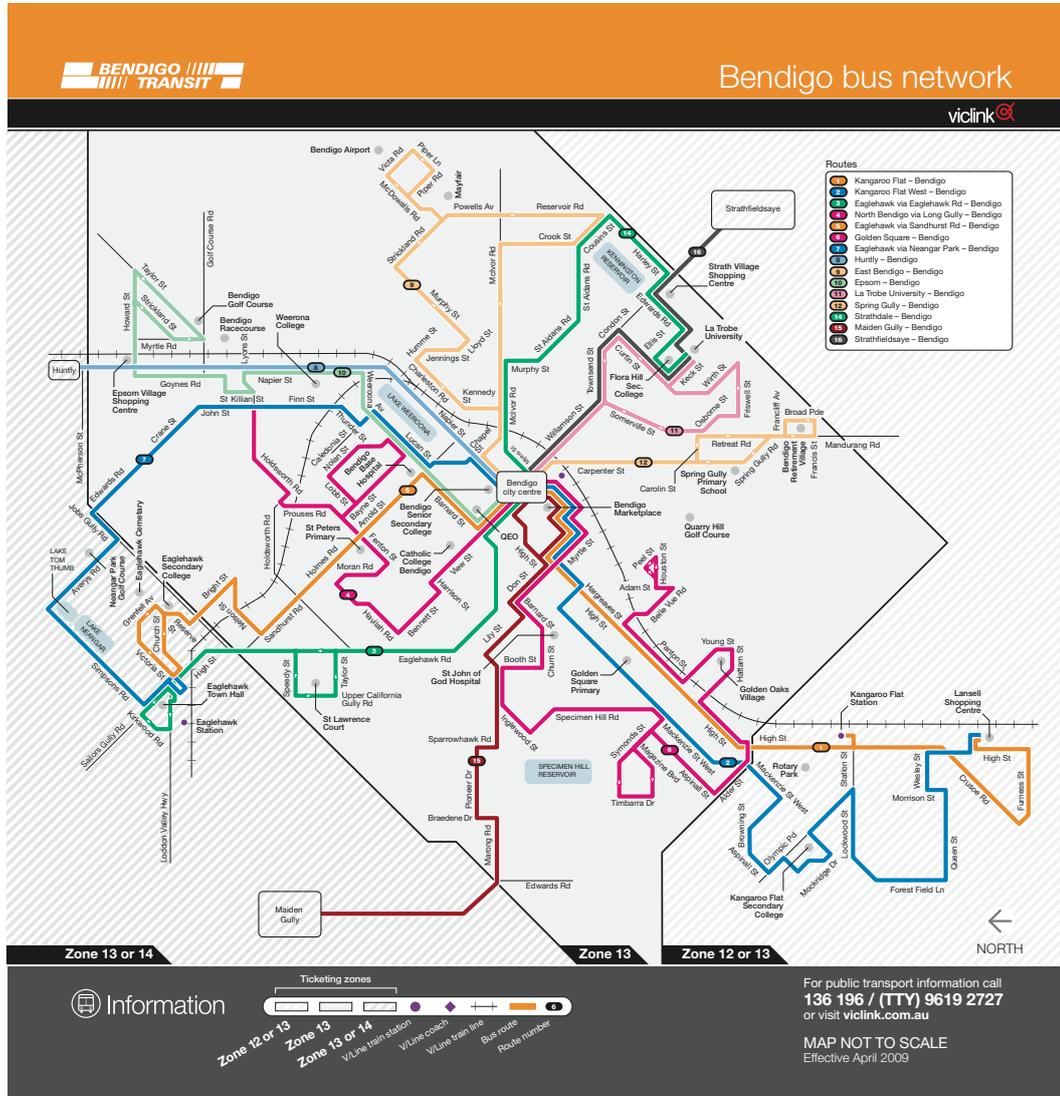
Bacchus Marsh transit system map



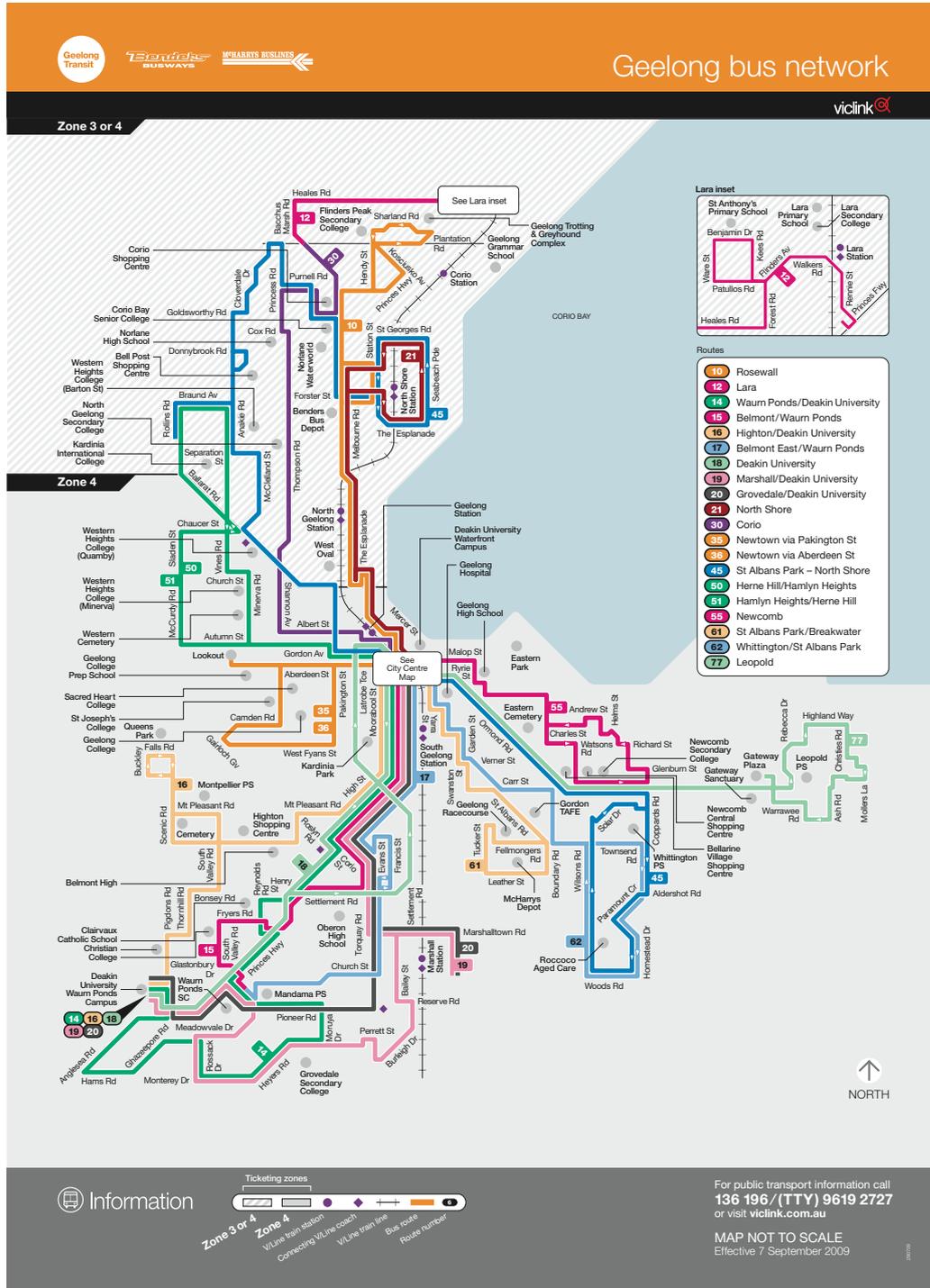
Ballarat transit system map



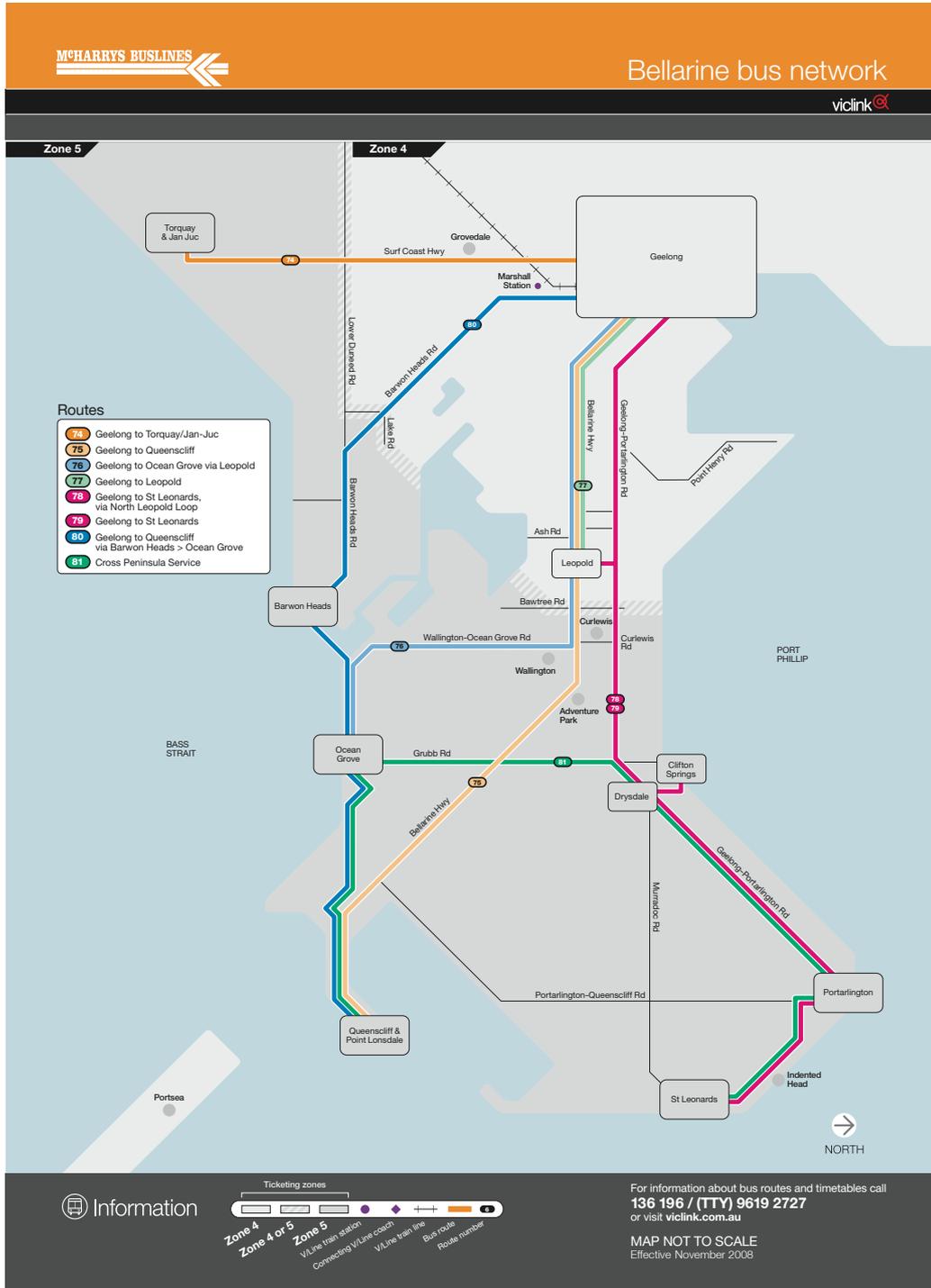
Bendigo transit system map



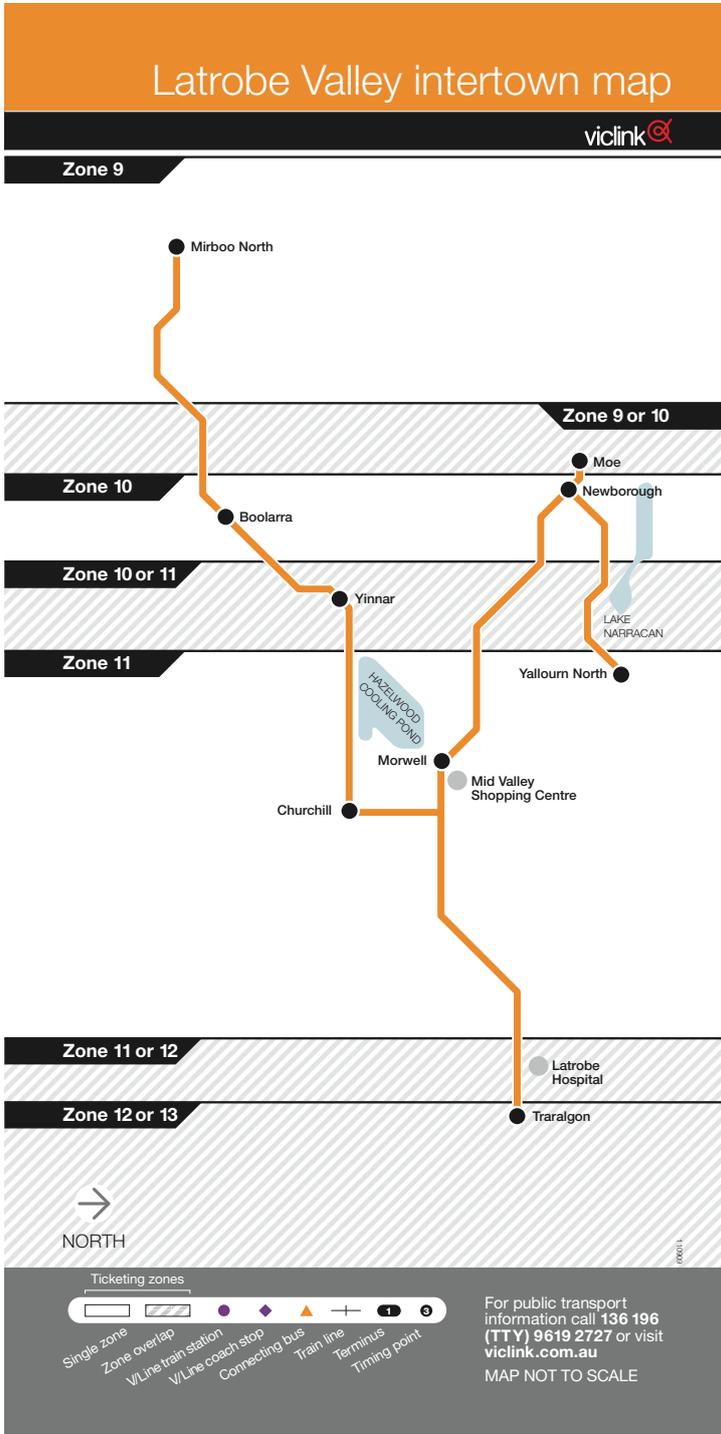
Geelong transit system map



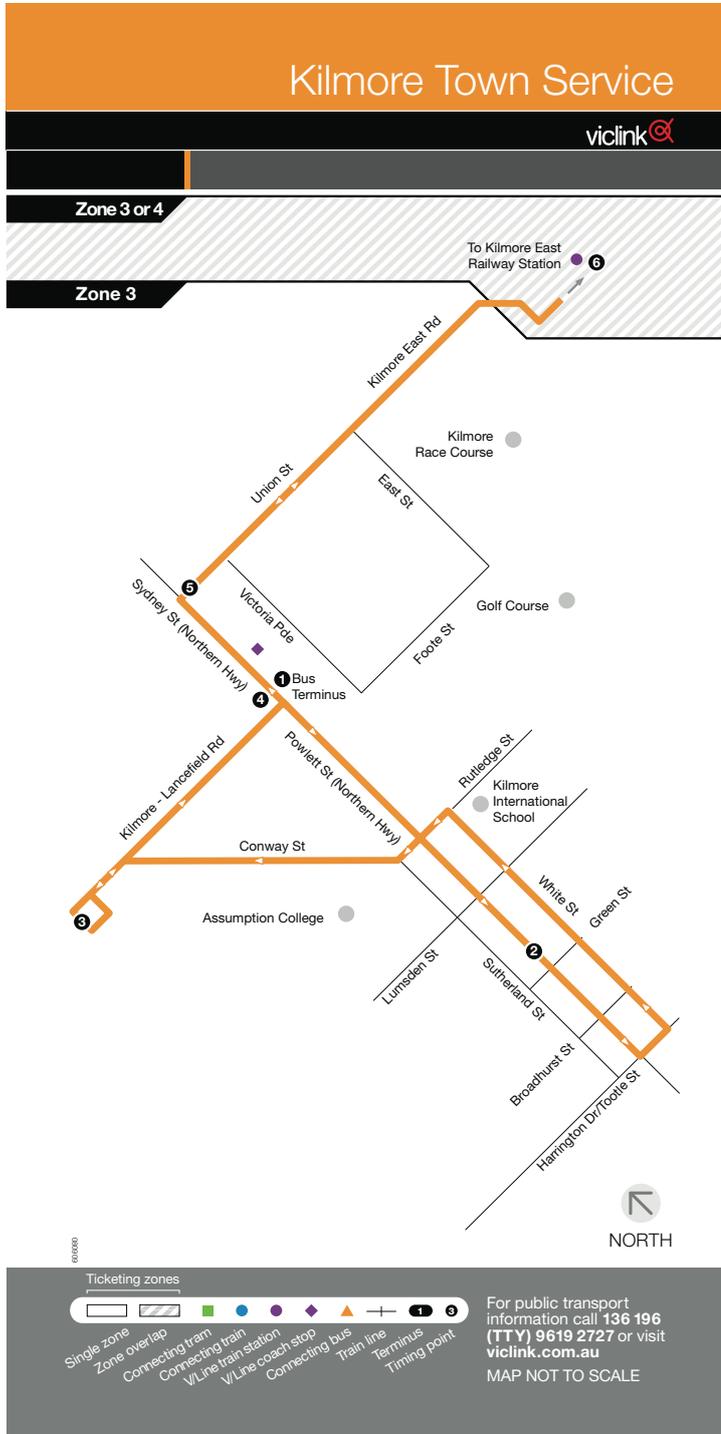
Bellarine transit system map



Latrobe Valley map



Kilmore town service map



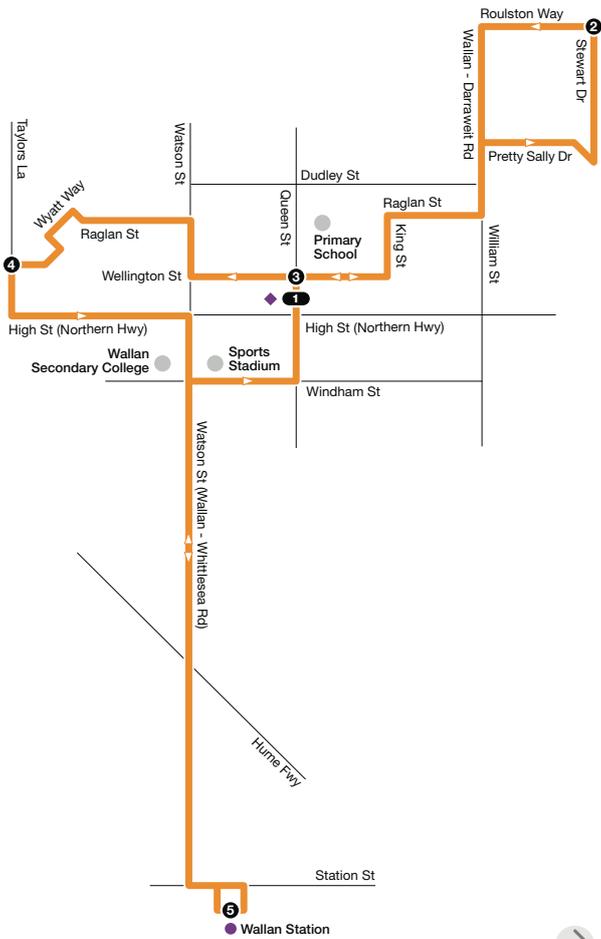
Wallan town service map

Wallan Town Service

viclink

via Wallan-Darraweit Rd > Wallan Station

Zone 2



000000

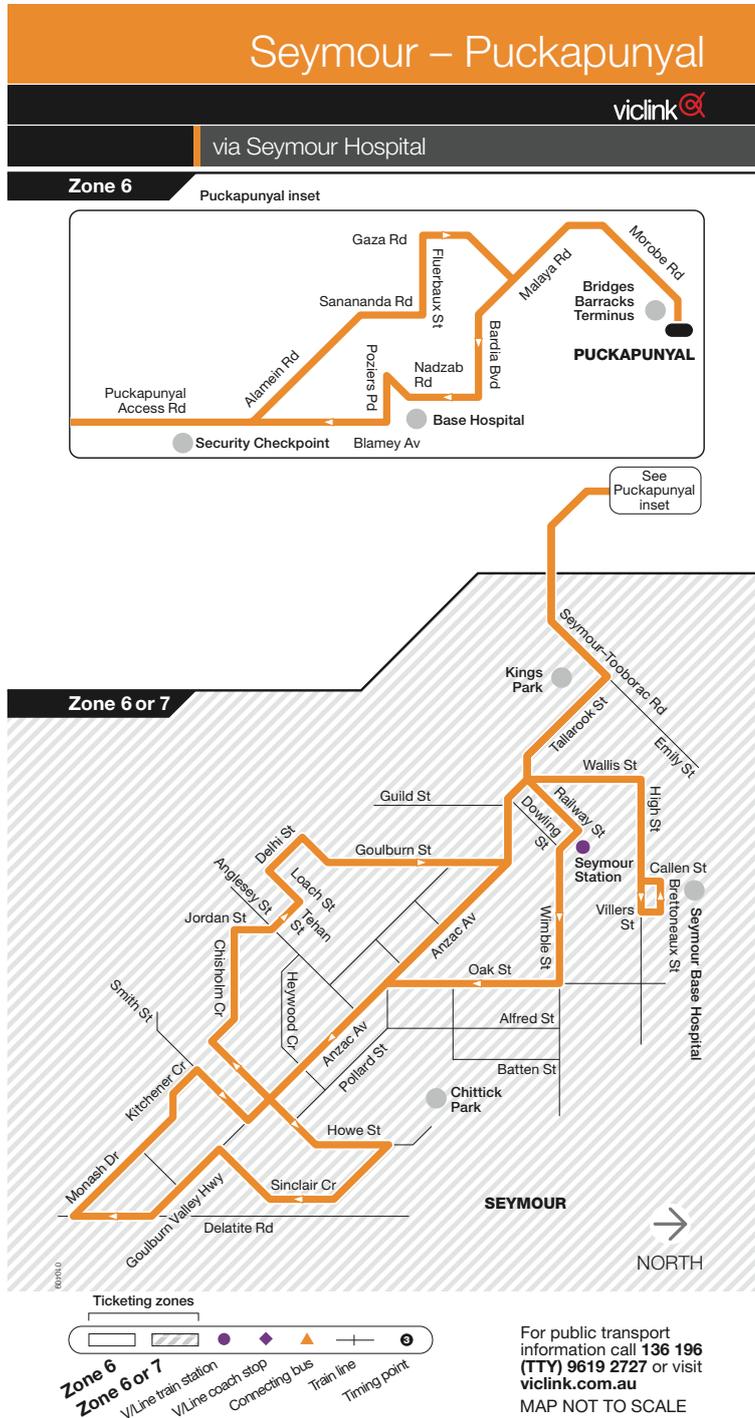
Ticketing zones

- Single zone
- Zone overlap
- Connecting tram
- Connecting train
- V/Line train station
- V/Line coach stop
- Connecting bus
- Train line
- Terminus
- Timing point

For public transport information call 136 196 (TTY) 9619 2727 or visit viclink.com.au

MAP NOT TO SCALE

Seymour map

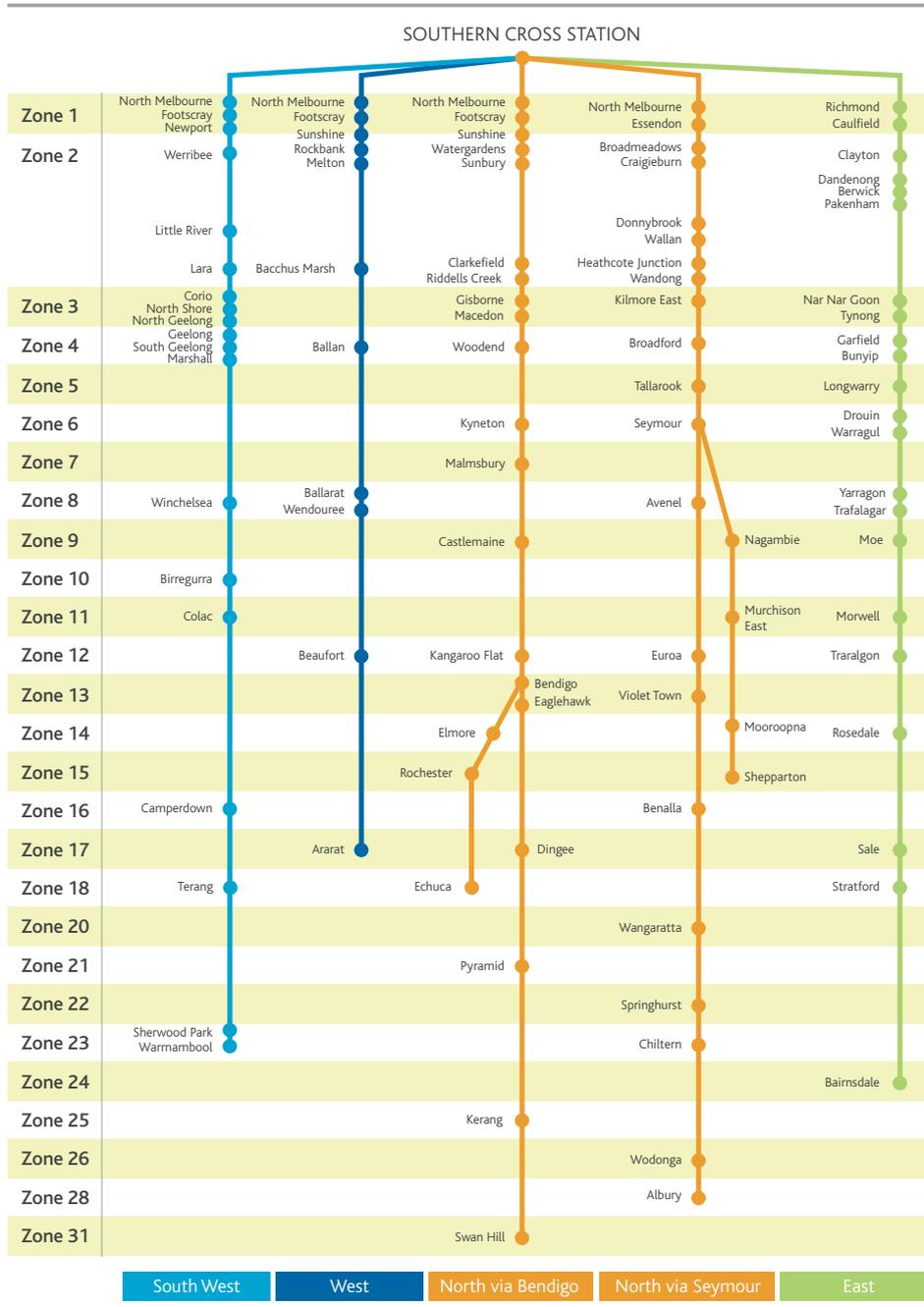


V/Line train services – zones to/from zone 1

The following diagram can be used to determine the fare from zone 1 to any station on the V/Line train network.

For example: Castlemaine = zone 9, so the fare from Southern Cross to Castlemaine is a zone 1–9 fare. Look up the fare for zone 1 to zone 9 from the fare table on page 59.

The diagram **cannot** be used for determination of fares to and from locations outside zone 1.



CHAPTER THREE – OBTAINING A MYKI

What is a myki?

A myki is a small plastic card similar in size to a credit card, which can be used to pay for travel on public transport. The longevity of a myki will mean that most customers will only need to obtain one every four years.

A myki uses smartcard technology which, when a customer is using myki money, enables fares to be calculated as a customer travels. The customer simply tops up their myki with money before use and then touches on their myki at the start of every trip and touches off at the end to automatically calculate the correct fare. A travel pass can also be electronically loaded onto the myki.

Why myki?

There are a number of benefits associated with having a myki:

- Convenience: Customers can use the one durable card to travel. There is no need to purchase tickets every day.
- Correct fare automatically: If myki money is being used, the correct fare for each journey made in a single day is calculated when customers touch on and off. Fares are capped to a daily maximum.
- Lower fares: Fares are discounted for myki holders, with savings of up to 40% when compared to the cost of short term tickets.
- Greater product flexibility: Customers have access to products, such as myki passes, which provide the flexibility to purchase travel for 7 days or any number of days from 28 to 365.
- Greater range of payment options: Customers have access to a wide range of payment options and are able to purchase, register, top up and set auto top up for their myki online.
- More durable: Most customers will only need to obtain a new myki once every four years.

How to get a myki

Where to get a myki

When the new ticketing system is fully implemented, full fare and concession mykis will be available from the following locations:

- Staffed railway stations
- Myki machines at most railway stations, and selected tram stops and bus interchanges (full fare mykis only)
- 7-Eleven and myki retailers
- V/Line ticket agents
- Online from myki.com.au
- By calling 13 myki (13 6954)
- By post (application forms available from stations, online and a range of other locations)
- The MetShop

When obtaining a myki, customers can choose to have their myki registered or keep it anonymous (see below).

Myki purchase price

The cost of a myki is shown below.

	PRICE
FULL FARE MYKI	\$10.00
CONCESSION MYKI	\$7.00

Mykis purchased from a myki machine must be topped up with at least \$1 or a myki pass at purchase.

Registered myki

Customers may apply to register their myki at the time of purchase or at any time thereafter. Customers can register immediately at myki.com.au or by phoning 13 myki (13 6954), or can apply for registration by submitting a registration form at the MetShop or by post to the myki forms processing bureau.

Registration offers customers the benefits of balance protection (for myki money and myki pass) in the event that their myki is reported as lost or stolen (a replacement fee applies – see chapter 7). In addition, customers with a registered myki can set up an online account and auto top up (see page 47) for added convenience.

Some personal details are required for the registration process.

Registration is recommended for all myki holders particularly customers who load a myki pass onto their myki, so that the value on the myki is protected if ever lost or stolen.

Registration is free.

Personalisation with name

When applying for a registered myki a customer can choose to have their name printed on their myki. The name can be printed on the spot at the MetShop, but elsewhere applications must be submitted and the myki posted to the customer. This option is free and is only available at the time of purchase.

Victoria Seniors Card holders who have applied for a Sunday Pass will be sent a personalised seniors myki.

Anonymous myki

Customers do not need to supply any details to obtain and use an anonymous myki (except to allow the card to be posted out to them if purchased via the website or call centre – their details will then be removed). An anonymous myki is not covered for balance protection if lost or stolen. If a customer wants to protect their myki money balance or myki pass they must register their myki. An anonymous myki can be registered at any time.

Concession myki

Customers eligible for concession may purchase a concession myki. Concession mykis automatically calculate fares at the discounted concession rate.

The following customers are eligible to travel using a concession myki:

- Children 16 years and under
- Victorian and interstate Seniors Card holders
- Australian Pensioner Concession Card holders
- Health Care Card holders with a Victorian address
- Eligible primary, secondary and tertiary students

Children under 4 travel free on all public transport services in Victoria, but they must be accompanied by a responsible person.

Customers aged 17 years and over must carry one of the following concession entitlement cards in order to travel on a concession myki.

Victorian Public Transport Concession Card

Concession cards and application forms (for codes P, S and T/TH) are available from most staffed railway stations and the MetShop. Application forms are also available from Metlink by phoning 131 638 and from metlinkmelbourne.com.au. War Veteran and War Widow/ers (code V) concession cards are issued by the Metlink Central Pass Office, printed onto a concession myki (contact 9619 1159 or 9619 1650).

Student identification cards issued by schools and tertiary institutions are not accepted for concession travel on public transport.

Students must be Australian Citizens or permanent residents of Australia or have proof that they are overseas exchange students, students with refugee status or students in receipt of an Australian Development Scholarship. All other overseas students are not eligible for student concessions.

Primary students (code P)

This card is available to full-time Victorian primary school students who attend a school listed in the Approved List of Schools.

Secondary students (code S)

This card is available to full-time Victorian secondary school students who attend a school listed in the Approved List of Schools and are undertaking an approved full time course.



Tertiary students (code T/TH)

This card is available to full-time Victorian tertiary students who attend a college, TAFE or university listed in the Approved Courses in Tertiary Institutions Register and undertaking an approved full time course that is delivered on campus.

Victorian Tertiary Student Concession Cards are available for a half year or full year. Students enrolled in courses of between 10 and 20 weeks can only obtain a half-yearly card. Concession cards are not issued for courses of less than 10 weeks' duration.



War Veterans/War Widows (code V)

This card is available to war veterans who hold a Department of Veterans Affairs Gold Card or White Card and are not entitled to any other type of concession card (eg. Victorian Seniors Card, Australian Pensioner Concession Card or Victorian Health Care Card).

This card is also available to persons previously entitled to a DVA Victorian War Widow/er Transport Concession Card who are not entitled to any other type of concession card (eg. Victorian Seniors Card, Australian Pensioner Concession Card or Victorian Health Care Card).

This card is only available from the Metlink Central Pass Office and is produced on a myki to give a combined myki and concession card.



Seniors Card

The Victorian Seniors Card is available to permanent residents of Victoria aged 60 or over who work less than 35 hours a week. Victorian Seniors Cards are issued by the Office of Senior Victorians (1300 797 210 or seniorscard.com.au).



Holders of Seniors Cards from other Australian states and territories are also entitled to concession travel.

Australian Pension Concession Card

This card is issued by Centrelink and the Department of Veterans Affairs. The concession applies only to the cardholder and does not extend to any dependants named on the card, even when they are travelling with the cardholder. Cards from all Australian States and Territories are accepted.

Customers with cards coded DSP or CAR (Disability Support Pensioners and Carer Payment recipients) who are residents of Victoria and aged under 60 are eligible for free travel on Sundays when using a myki to travel one or two zones (see page 49).

To apply for this benefit, the customer must purchase a registered myki by completing and lodging a myki registration form at a staffed railway station or the MetShop. Proof of eligibility may be required.

**Victorian Health Care Card**

This card is issued by Centrelink. Only cards with a Victorian address are valid for concession travel.

The concession applies only to the cardholder and does not extend to any dependants named on the card, even when they are travelling with the cardholder. Dependants listed on the card aged 17 years or older and without any other valid concession card may be eligible to apply to Centrelink to have a Health Care Card issued in their own name.

Confirmation of Concession Card Entitlement Vouchers can be used while a Health Care Card application is being processed.

For more information on applying for a Health Care Card, visit the Centrelink website at centrelink.gov.au.



Concession expiry

If a customer's entitlement to concession expires they will no longer be allowed to travel using a concession myki and must obtain a full fare myki (or short term tickets) to travel. For this reason it is recommended that customers do not purchase a myki pass with an expiry date beyond the expiry date of their concession entitlement.

Customers can obtain a new full fare myki and a refund of the remaining value on their old myki at no charge by surrendering their concession myki at a staffed railway station or the MetShop (see chapter 7).

Free travel passes

Eligibility

The free travel passes described in this section apply to:

- Metropolitan services
- V/Line services
- Urban bus services in regional cities
- Regional services that have a contract or service agreement with the Department of Transport

Free travel passes do not necessarily apply to CountryLink, Great Southern Railway, airport services, tourist railways, privately run bus services and chartered trains, trams and buses. Please check with the relevant operator before booking or travelling.

In order to travel on a V/Line service for which a reservation is required, the free travel pass holder should phone 136 196 to reserve a seat prior to travel.

Free travel passes are generally not transferable and must be carried at all times when travelling. They are not valid if they have been tampered with or damaged.

For more information on free travel passes, contact the Metlink Central Pass Office on 9619 1159 or 9619 1650

Application process

Most free travel passes must be loaded onto a personalised myki.

All free travel pass holders who already have a free travel pass that incorporates their digital photograph and a letter code indicating the pass category will be provided with their first myki at no charge.

Customers who do not currently have a free travel pass and who think they may be eligible should contact the Metlink Central Pass Office (CPO), located at Southern Cross Station. The CPO will assess a customer's eligibility, and where eligible issue a registered and personalised myki with a free travel pass loaded onto it. A customer who is eligible for free travel will have their first myki provided at no charge; charges may apply for obtaining subsequent (replacement) mykis.

A customer using a myki with a free travel pass must touch on and off to travel in the usual way[†].

If a myki with a free travel pass becomes defective or is lost or stolen, the customer should contact the CPO to obtain a new myki and have a new free travel pass issued.

For more information, please call the CPO on (03) 9619 1159 or (03) 9619 1650.

† Vision impaired and Access Travel Pass mykis may be used as a flash pass to receive free travel and do not need to be touched on and off.

Free travel pass expiry

If entitlement to a free travel pass expires, the myki will be blocked and can no longer be used.

In many cases free travel entitlement does not expire. However, customers will still be required to obtain a new myki every four years when the card itself expires.

The Metlink Central Pass Office manages renewal of free travel passes.

Companion Card

This card is issued by the Department of Planning and Community Development (1800 650 611) to people who require the assistance of a companion. It provides free travel for the carer/companion of the cardholder on all public transport services.

A Companion Card does not entitle the cardholder to concession fares or free travel – the cardholder must have a valid ticket or free travel pass. The Companion Card holder may be accompanied by any number of carers/companions, but only one of these is entitled to free travel. The carer/companion and the Companion Card holder must travel together and the cardholder must show their Companion Card to staff on request and indicate who their carer/companion is for that trip.

Persons travelling as a carer/companion to a Companion Card holder must be able to provide all necessary assistance to the cardholder (up to and including personal hygiene tasks). Companions who are not capable of assisting the cardholder must pay the appropriate fare for the journey.

To use the card on V/Line services, Companion Card holders must ask for a ‘Companion Ticket’ when buying or reserving their own ticket and show their Companion Card.

Managing a myki for someone else

A person may manage a myki on behalf of someone else – for example, a parent / guardian may manage a child’s account. This should be set up at the time of applying for a myki.

The account holder can manage the account online and through the call centre. Account holders can manage up to 8 mykis (including their own).

Mykis are not transferable and only the cardholder can use their myki to travel on public transport.

Myki customer categories

All mykis are electronically encoded with a customer category which determines eligibility for full fare, concession or free travel. Only one category may be stored on the myki at a time. The full list of categories is shown in the table below, together with the percentage payable of full fare.

Note that for a transitional period after the introduction of myki, only some customer categories will be available.

Mykis have a card design appropriate to the customer category:

- Full fare myki design (blue card) – for category F and some free travel passes.
- Concession myki design (green card) marked Concession – for categories GC, P, S, T, AS, HC and PC.
- Concession myki design (green card) marked Child – for category C.
- Concession myki design (green card) marked Seniors – for category VS.
- Appropriate free travel design for free travel categories.

CODE	CATEGORY	PROPORTION OF FULL FARE PAYABLE USING MYKI	NOTES AND EXTRA BENEFITS
F	Full Fare	100%	
CODE	CONCESSION TRAVEL CATEGORIES	PROPORTION OF FULL FARE PAYABLE USING MYKI	NOTES AND EXTRA BENEFITS
C	Child – aged 4 to 16 years of age	50%	Children 4 to 16 years of age may also be eligible for half-yearly and yearly student passes, in which case a student myki must be obtained.
GC	General Concession	50%	Generic concession category available to all concession holders except for Victorian Seniors Card holders and children.
P	Student – Primary	50%	Also eligible to purchase discounted half-yearly and yearly student passes (see page 56).
S	Student – Secondary	50%	Also eligible to purchase discounted half-yearly and yearly student passes (see page 56).
T/TH	Student – Tertiary	50%	Exemptions: Not eligible to purchase discounted half-yearly and yearly student passes.
V	War Veterans/War Widows	50%	Concession Card combined with a myki. For eligibility criteria contact the Metlink Central Pass Office on (03) 9619 1159.
VS	Victorian Seniors Card	50%	Seniors Daily cap when travelling within zones 1 and 2, free travel on Sundays when travelling only one or two zones within Victoria, two Seniors Off-peak Free Travel Vouchers provided annually. (See page 49 for fare capping.)
PC	Australian Pension Concession Card	50%	Generic concession category available to all holders of Pension Concession Cards.
HC	Victorian Health Care Card	50%	Generic concession category available to all holders of Health Care Cards with a Victorian address.

AS	Australian (interstate) Seniors Card	50%	
PVS	Australian Pension Concession Card and Victorian Seniors Card	50%	Seniors Daily cap when travelling within zones 1 and 2, free travel on Sundays when travelling only one or two zones within Victoria, one Pensioner Free travel Voucher provided annually. Two Seniors Off-Peak Travel Vouchers provided annually.
AGE	Australian Pension Concession Card – AGE – Age Pension	50%	Pensioner Free Travel Voucher provided annually to Victorian residents. Holders of Age Pension (Blind) Concession Cards should apply for a vision impaired (VI) travel pass for free travel from the Metlink Central Pass Office.
CAR	Australian Pension Concession Card – CAR – Carer Payment	50%	Pensioner Free Travel Voucher provided annually, two Pensioner/ Carer Off-Peak Free Travel Vouchers provided annually to Victorian residents. Free travel on Sundays when travelling only one or two zones within Victoria.
CD	Australian Pension Concession – CD – Carer Allowance (Child)	50%	Pensioner Free Travel Voucher provided annually to Victorian residents.
DSP	Australian Pension Concession Card – DSP – Disability Support Pension	50%	Pensioner Free Travel Voucher provided annually, two Pensioner/ Carer Off-Peak Free Travel Vouchers provided annually to Victorian residents. Free travel on Sundays when travelling only one or two zones within Victoria. Holders of Disability Support Pension (Blind) Concession Cards should apply for a vision impaired (VI) travel pass for free travel from the Metlink Central Pass Office.
MAA	Australian Pension Concession Card – MAA – Mature Age Allowance	50%	Pensioner Free Travel Voucher provided annually to Victorian residents.
PP	Australian Pension/ Victorian Health Care Card – PP – Parenting Payment (Partnered)	50%	Pensioner Free Travel Voucher provided annually to Victorian residents.

PPP	Australian Pension Concession Card – PPP – Parenting Payment (Partnered)	50%	Pensioner Free Travel Voucher provided annually to Victorian residents.
PPS	Australian Pension Concession Card – Parenting Payment Single	50%	Pensioner Free Travel Voucher provided annually to Victorian residents.
WID	Australian Pension Concession Card – WID – Widow B Pension	50%	Pensioner Free Travel Voucher provided annually to Victorian residents.
WFA, WFD, WFW	Australian Pension Concession Card – Wife Pension	50%	Pensioner Free Travel Voucher provided annually to Victorian residents.
FA	Victorian Health Care Card – FA – Family Tax Benefit A	50%	
LI	Victorian Health Care Card – Low Income (LI)	50%	
NS	Victorian Health Care Card – NS – Newstart Allowance	50%	
NSA	Victorian Health Care Card – NSA – Newstart Allowance	50%	
PA	Victorian Health Care Card – PA – Partner Allowance	50%	
PTA	Victorian Health Care Card – PTA – Partner Allowance	50%	
SA	Victorian Health Care Card – SA – Sickness Allowance	50%	
SAL	Victorian Health Care Card – SAL – Sickness Allowance	50%	
SL	Victorian Health Care Card – SL – Special Benefit	50%	
SPL	Victorian Health Care Card – SPL – Special Benefit	50%	

WA	Victorian Health Care Card – WA – Widow Allowance	50%
WDA	Victorian Health Care Card – WDA – Widow Allowance	50%
YA	Victorian Health Care Card – YA – Youth Allowance	50%

Free travel passes

CODE	FREE TRAVEL CATEGORIES	NOTES AND EXTRA BENEFITS
AB	Bus Driver Travel Pass	For eligibility criteria contact the Metlink Central Pass Office
AE	Redeployee Travel Pass	For eligibility criteria contact the Metlink Central Pass Office
ATP	Access Travel Pass	For eligibility criteria contact the Metlink Central Pass Office
BB	Victorian Black Book Travel Pass	For eligibility criteria contact the Metlink Central Pass Office
FE	Employee Travel Pass	For eligibility criteria contact the Metlink Central Pass Office
FP	Federal Parliamentarian Travel Pass	For eligibility criteria contact the Metlink Central Pass Office
GM	Governor's Travel Pass	For eligibility criteria contact the Metlink Central Pass Office
GT	Gold Pass Travel Card	For eligibility criteria contact the Metlink Central Pass Office
GP	Gold Pass Elite	For eligibility criteria contact the Metlink Central Pass Office
RA	Federal Police Travel Pass	For eligibility criteria contact the Metlink Central Pass Office
RB	Red Book Travel Pass	For eligibility criteria contact the Metlink Central Pass Office
RE	Retired Employee Travel Pass	For eligibility criteria contact the Metlink Central Pass Office
RD	Retired Employee Dependent Travel Pass	For eligibility criteria contact the Metlink Central Pass Office
SP	State Parliamentarian Travel Pass	For eligibility criteria contact the Metlink Central Pass Office
TP	Transit Police Travel Pass	For eligibility criteria contact the Metlink Central Pass Office

CODE	FREE TRAVEL CATEGORIES	NOTES AND EXTRA BENEFITS
TT	Travel Trainer Pass	For eligibility criteria contact the Metlink Central Pass Office
TV	TPI War Veteran's Travel Pass	For eligibility criteria contact the Metlink Central Pass Office
VI	Vision Impaired Travel Pass	For eligibility criteria contact the Metlink Central Pass Office
VP	Victoria Police Travel Authority	For eligibility criteria contact the Metlink Central Pass Office
W1	Widow of World War 1 Veteran	For eligibility criteria contact the Metlink Central Pass Office
WV	War Veteran's Travel Pass	For eligibility criteria contact the Metlink Central Pass Office

To contact the Metlink Central Pass Office, phone (03) 9619 1159.

Free travel vouchers

The Victorian Government provides free travel vouchers each calendar year to Victorian pensioners (one Victorian Pensioner Free Travel Voucher), Victorian Seniors Card holders (two Seniors Off-peak Free Travel Vouchers) and Disability Support Pensioners and Carer Payment recipients who hold myki coded DSP or CAR (two Pensioner/Carer Off-peak Travel Vouchers).

Each voucher can be redeemed at the MetShop or staffed railway stations. The voucher must be surrendered and is redeemable as set out below:

- Victorian Pensioner Free Travel Vouchers, for either:
 - one concession Daily zone 1-53 short term ticket; or
 - two concession 2 hour zone 1-53 short term tickets.
- Seniors Off-Peak Free Travel Vouchers and Pensioner/Carer Off-Peak Free Travel Vouchers, for either:
 - one concession off-peak Daily zone 1-53 short term ticket; or
 - two concession off-peak 2 hour zone 1-53 short term tickets.

Customers travelling on V/Line services where reservations are required must reserve a seat by phoning 136 196 or visiting a staffed railway station or V/Line ticket agent before travelling.

Standard ticket conditions apply to the free short term ticket, and it must be touched on and off by the customer in the usual way when travelling.

Other rules of use:

- Free travel vouchers cannot be used to pay for first class upgrades. If the customer wishes to travel first class, they must pay a separate first class upgrade.
- Customers wishing to travel outside zones 1-53 must purchase a ticket for the portion of their journey beyond these zones. (Note that for the purposes of this circumstance, this travel is considered to be two distinct journeys.)

Victorian Pensioner Free Travel Vouchers will be replaced if lost or stolen by contacting Centrelink on 132 300. Other free travel vouchers will not be replaced if lost or stolen.

Note that free travel vouchers are **only** redeemable as set out above. Customers cannot otherwise obtain free travel using a myki in conjunction with a free travel voucher, and no reimbursements are available in this case.

CHAPTER FOUR – MYKI MONEY

What is myki money?

Myki money is a dollar amount paid into the account associated with a customer's myki and recorded as value on the myki. In this manual this process is called topping up or loading myki money.

The value recorded on the myki forms the myki money balance and can be used to pay for travel on public transport and other public transport services.

With myki money, customers don't have to make choices about zones or times; the correct fare for any journey is automatically calculated after the customer has touched on and touched off public transport.

Fares are calculated according to where and when the customer travels, and the correct fare is automatically deducted from the myki money balance. In addition, Daily caps apply for travel.

Note that, in order to guarantee automatic correct fare calculation for a trip, the customer must use the correct touch on and touch off behaviour (otherwise they may be charged a default fare).

The myki money balance can be checked at any time on any myki machine, myki check, the MetShop and staffed railway stations. Remaining balance is also displayed whenever a customer touches on or off. Registered myki holders can also check balances at myki.com.au or by calling 13 myki (13 6954).

It is the customer's responsibility to maintain sufficient balance to cover all travel made.

A myki can store myki money (a dollar amount) or a myki pass (travel days) or both.

For information about myki passes see chapter 5.

Where to top up myki money

When the new ticketing system is fully implemented, myki money will be able to be topped up at the following locations, using the payment methods shown:

LOCATION	PAYMENT METHODS:						
	MINIMUM TOP UP AMOUNT	MAXIMUM TOP UP AMOUNT	NOTES	COINS	EFTPOS [~]	CREDIT CARD	AUTO TOP UP
Staffed railway stations	\$1	\$250	Yes	Yes	Yes	Yes [◇]	No
Myki machines at most railway stations, and selected tram stops and bus interchanges	\$1	\$250	Yes §	Yes §	Yes	Yes ^{◇~}	No
7-Eleven, myki retailers and V/Line ticket agents	\$1	\$250	Yes	Yes	Yes*	Yes*	No
Online at myki.com.au	\$1	\$250	No	No	No	Yes [◇]	Yes
By telephone – 13 myki (13 6954)	\$1	\$250	No	No	No	Yes [◇]	Yes
The MetShop	\$1	\$250	Yes	Yes	Yes	Yes [◇]	No
V/Line conductors and coach drivers [†]	\$1	trip completion	Yes	Yes	No	No	No
On-board buses	\$1	\$20	Yes	Yes	No	No	No
On-board trams	\$1	\$20	Yes §	Yes §	No	No	No

§ No change provided when topping up myki money at a myki machine. 5 cent coins not accepted.

† Customers may only top up sufficient funds to complete their trip (only available where no top up facilities are available at the point of origin).

* Where facilities available.

◇ Visa and Mastercard only.

~ PIN required.

To avoid delaying buses, customers are strongly encouraged to top up before boarding when they board at a stop located at a railway station or bus interchange where top up facilities are available.

Customers who board a bus at the Doncaster Park and Ride are not permitted to top up on board the bus. Myki money is not permitted to be topped up on board buses operating on metropolitan bus route number 401.

The maximum balance a customer is permitted to have on their myki is \$999.99.

BPay is available through the customer's bank account.

Auto top up is available for registered mykis only, providing extra convenience and security.

Auto top up

Registered account holders can choose to set up an automatic top up of any amount between \$10 and \$250 onto their myki from a nominated bank account or credit card when the myki money balance falls to or below a minimum threshold.

The minimum threshold is selectable, and can be any amount from \$10 to \$250.

Auto top up is only available for registered mykis and must be set up online at myki.com.au, through the myki call centre on 13 myki (13 6954) or by completing an application form.

The myki is topped up by the chosen amount as soon as the myki money balance falls to or below the specified level and is generally deducted from the customer's bank account or credit card overnight.

If sufficient funds are not available in the bank account or credit card to cover the auto top up, the myki will be temporarily blocked. Customers must contact the call centre, visit the website or the MetShop to manually pay the top up amount owing. Upon payment, their myki will be unblocked and the customer can continue to use their myki for travel.

Calculating myki money fares

Myki money fares are calculated automatically when the customer touches their myki on and off correctly for each trip. However, should a customer wish to calculate the price to be paid when using myki money for a single trip, the following steps apply:

- Determine the zones required for travel (see Chapter 2)
- Determine the full fare based on the 2 hour fare for the zones within which the travel takes place
- Apply any concession discounts (see page 49)
- Apply any off-peak discounts (see page 50)
- Modify the fare for any existing products (see below and page 49)
- Add surcharges where applicable (eg, V/Line first class, Telebus) – see page 54

Myki money offers a cheaper fare than the equivalent short term ticket. In addition, daily travel is capped at a fixed daily price. Once a Daily cap has been reached, a customer can make unlimited journeys within the applicable zone(s) until the end of the day and pay no more than the daily fare.

For some customers, or on certain days, additional caps may exist which will cap the fare at a lower daily rate than the standard Daily cap. For more information on these caps see page 49.

Note that a reference to a day means the period commencing at 3.00 am and ending at the following 3.00 am, and a reference to a particular day (eg, Sunday) means the period commencing at 3.00 am on that day and ending at 3.00 am on the following day.

Single trip and 2 hour products

Fares are given in the table on pages 52–53.

The maximum fare for a single trip is:

- City Saver area – \$2.18. This fare is applicable to a single trip entirely within the City Saver area (defined in chapter 2).
- Everywhere else – the 2 hour fare for the zone(s) travelled (eg, zone 1–2 is \$4.96). When a myki is touched off, a 2 hour 'product' is created on the myki as detailed below.

A 2 hour product provides unlimited travel in the zone(s) used until two hours after the start of the next full hour after the myki was first touched on, except where the first touch on is made between 6.01 pm and 11.59 pm, in which case the product expires at the end of the day.

Where a trip is entirely within a zone overlap, the fare charged and product created will be for the zone for which the fare is lowest.

To ensure customers are able to complete long journeys on V/Line services, where touch off indicates that a journey consisting of travel in at least 6 zones has been made (since the last touch on), the expiry time of the product will be extended by an additional hour for every multiple of 6 zones travelled in. For example, travel within 6–11 zones gives one extra hour, 12–17 zones gives two extra hours, 18–23 zones gives three extra hours. Customers may continue to travel within the zones covered by the product until the expiry time at no extra cost.

Within the zone(s) covered by the product a customer may board any train, tram or bus before the expiry of the product even if the customer's journey ends after the product's expiry.

Concession discounts

Customers travelling using concession mykis receive discounted fares. For all concession codes listed in chapter 3 the concession discount is 50% of the full fare.

Daily capping

A myki keeps track of fares paid and zones travelled in during a day. When the total paid on a day reaches the Daily cap for the zone(s) travelled in on that day, a Daily product for the zone(s) is created on the myki. A Daily product is also created after a 2 hour fare is paid for a zone or zones in which a customer has previously travelled that day and for which the Daily cap has been reached. Within the zone(s) covered by the product a customer may board any train, tram or bus before the expiry of the product even if the journey extends beyond the product's expiry.

The following caps apply to travel using myki money. Some caps are limited to certain customers or certain days of the week. Where more than one type of cap is applicable on a day, the lowest cap will apply.

Daily Cap

This is the maximum fare charged for unlimited travel in the zone(s) in which travel takes place on a single day. Daily cap amounts for each zone combination are shown in the table on pages 52–53.

Note that Daily cap amounts for users of concession mykis are 50% of the full fare Daily cap.

Weekend Daily Cap and Public Holiday Cap

Customers using mykis to travel entirely within zones 1 and 2 on a Saturday, Sunday or public holiday will pay no more than \$3.00 per day. No concession discount applies.

Seniors Daily Cap

Customers using mykis with customer categories VS or PVS (Victorian Seniors Card holders) to travel entirely within zones 1 and 2 will pay no more than \$3.30 per day.

Free travel

The free travel listed below is applied automatically by a myki.

- Early bird travel – all customers travelling using mykis receive free travel on electrified Melbourne train services when touch on and touch off both occur before 7.00am on a weekday (Monday to Friday). No product is created on the myki as a result of this travel.
- Free Sunday travel – customers travelling using concession mykis coded VS or PVS (Victorian Seniors Card holders) or DSP or CAR (Disability Support Pensioners and Carer Payment recipients) receive free travel on Sundays for journeys in only one or two consecutive zones within Victoria (zones 1–53). For travel in more than two zones the fare for the entire journey will be charged.

Existing products

Where a customer makes a journey which includes a zone or zones for which a valid product already exists on their myki (a 2 hour product, Daily product, or a myki pass – see chapter 5), the fare charged for that journey is the 2 hour fare for the whole journey minus the 2 hour fare for the part of the journey for which a product exists. Where this occurs and the existing product is a 2 hour product, the product on the myki is changed to match the travel taken.

For example: a customer makes a trip in zone 1 (fare \$2.94), followed (before the expiry of the zone 1 product) by a trip from zone 1 to zone 2. The fare for the second trip is equal to the fare for the whole trip (\$4.96) minus the zone 1 portion (\$2.94), ie \$2.02. This amount is deducted from the myki money balance and the zone 1 product on the myki is upgraded to a zone 1–2 (with the same expiry time). (Note that this fare would be the same if the existing zone 1 product had been a zone 1 Daily product (created as a result of reaching the zone 1 Daily cap) or a zone 1 myki pass.)

Note that City Saver fares count towards a 2 hour fare for a journey which includes travel within zone 1 taken within two hours (from the start of the next full hour) of the time the myki was touched

on for the City Saver trip. For example, a customer makes a trip in the City Saver area at 9.30 am (\$2.18 is deducted from the myki money balance), then travels in zone 1 at 10.30 am. The fare for the zone 1 travel is the 2 hour fare for the zone 1 trip (\$2.94) minus the City Saver fare (\$2.18), so \$0.76 is deducted from the myki money balance and a 2 hour zone 1 product created (expiry 12.00 pm).

Off-peak discounts

Fares for all journeys in more than two zones receive an off-peak discount, except where touch off occurs within zone 1 before 9.00 am on a business day or touch on occurs within zone 1 between 4.00 pm and 6.00 pm on a business day.

The discount for off-peak travel is 30% (this is applied after any concession discount). Customers who do not touch on and off correctly will be charged a peak fare.

For customers travelling off-peak, the peak fare contributes toward Daily caps, even though they are paying a reduced fare. For example, when a full fare customer travels three zones off-peak, 100% of the standard fare will be counted towards their Daily cap even though they only have to pay 70% of the standard fare.

Full fare example

A full fare customer takes the train from Nunawading to Parliament, touches on in zone 2 and travels towards the city, touching off in zone 1. A fare of \$4.96 is deducted from the customer's myki at touch off, and a 2 hour zone 1–2 product created.

Later in the day (after the 2 hour product has expired), the customer makes a short journey by tram, correctly touching on and off. The journey is within the City Saver area, so \$2.18 is deducted from myki money.

After work, the customer repeats their morning commute, in reverse, touching on at Parliament in zone 1 and off at Nunawading in zone 2.

The 2 hour fare for this journey is \$4.96; however, the Daily cap for zone 1–2 travel is \$9.92. The customer has already paid \$7.14 (\$4.96+\$2.18), so only \$2.78 is deducted for the final journey. No further charges would apply for any further journeys that the customer makes that day within zones 1 and 2.

Concession example

A concession customer takes a town bus from their home in Bendigo to the Bendigo Station, then a V/Line coach from Bendigo (zone 13) to Geelong (zone 4).

When they complete their bus trip (touching on and off), a 2 hour zone 13 product is created and \$0.90 is deducted from the myki money balance (\$1.80 x 50% concession discount).

They connect to the coach a short time later (while the zone 13 product is still valid). When they touch off in Geelong at the end of the coach trip, the myki product is updated to a 3 hour zone 4–13 product (extended because the trip involves travel in 10 zones).

A 2 hour zone 4–13 fare is \$11.40. This is reduced by 50% for concession (to \$5.70), then by a further 30% since the journey is off-peak (to \$3.99). The customer has already paid \$0.90 for a zone 13 product, so \$3.09 is deducted from the myki money balance.

Automatic fare calculation

Fares are calculated automatically as a customer travels, and the appropriate deductions from the myki money balance take place each time a customer touches off.

Where a discount (for example, for concession or off-peak travel) would result in a fare which includes a fraction of a cent, the fare will be rounded to the nearest whole cent.

When customers using myki money have a valid 2 hour or Daily product for their zone(s) of travel, no further fares are deducted for travel in the relevant zone(s) while the product is valid.

If the deduction of a fare results in a customer's myki moneybalance falling below \$0.01, the customer will not be permitted to use myki money to touch on again until they have topped up the myki to at least \$0.01 (even if they are within a zone for which a current product exists on the myki).

Fare table

The following table shows myki money, myki pass and short term ticket fares for all zones.

Myki money fares may be modified in accordance with any concession and/or off-peak discounts which apply. See chapter 5 for information on myki passes, and chapter 6 for information on short term tickets.

For fares to and from zone 1 (Melbourne), read across from the first column. For fares between zones not including zone 1, read across from the second column. See chapter 2 to find the zone(s) of a location.

	MYKI MONEY		MYKI PASS			SHORT TERM TICKETS							
	2 hour fare	Daily cap	7 day pass	28-70 day	71-325* day	PEAK				OFF-PEAK			
			(7 days)	(Daily Rate)	(Daily Rate)	2 hour		Daily		2 hour		Daily	
FULL	FULL	FULL	FULL	FULL	FULL	FULL	CONC	FULL	CONC	FULL	CONC	FULL	CONC
Melbourne travel													
Zone 1	2.94	5.88	29.40	3.60	3.60	3.70	2.30	6.80	3.70	n/a	n/a	n/a	n/a
Zone 2	2.02	4.04	20.20	2.40	2.40	2.80	1.70	4.80	2.70	n/a	n/a	n/a	n/a
Zone 1-2	4.96	9.92	49.60	5.56	5.56	5.80	3.30	10.60	5.60	n/a	n/a	n/a	n/a

Regional travel	Travel between zone 1 and zone below	Number of zones travelled (excluding zone 1)	MYKI CONCESSION FARES ARE 50% OF THE EQUIVALENT FULL FARE												
			OFF-PEAK DISCOUNTS MAY ALSO APPLY												
	1		1.80	3.20	17.00	2.42	2.42	2.00	1.00	3.40	1.70	n/a	n/a	n/a	n/a
	2		3.00	6.00	32.00	4.20	4.20	3.20	1.60	6.40	3.20	n/a	n/a	n/a	n/a
	3		3.42	6.84	33.00	4.34	4.34	3.60	1.80	7.20	3.60	3.30	1.60	6.60	3.20
	4		4.36	8.72	34.00	4.48	4.48	4.60	2.30	9.20	4.60	3.40	1.70	6.80	3.40
	5		4.94	9.88	36.00	4.74	4.74	5.20	2.60	10.40	5.20	3.60	1.80	7.20	3.60
	6		6.28	12.56	45.60	5.76	5.72	6.60	3.30	13.20	6.60	4.60	2.30	9.20	4.60
3	7		7.60	15.20	53.50	6.34	6.32	8.00	4.00	16.00	8.00	5.60	2.80	11.20	5.60
4	8		8.74	17.48	61.20	7.24	7.18	9.20	4.60	18.40	9.20	6.40	3.20	12.80	6.40
5	9		10.06	20.12	65.00	7.70	7.44	10.60	5.30	21.20	10.60	7.40	3.70	14.80	7.40
6	10		11.40	22.80	69.70	8.26	7.70	12.00	6.00	24.00	12.00	8.40	4.20	16.80	8.40
7	11		12.54	25.08	76.90	9.10	7.98	13.20	6.60	26.40	13.20	9.20	4.60	18.40	9.20
8	12		14.16	28.32	81.80	9.68	8.34	14.90	7.40	29.80	14.80	10.40	5.20	20.80	10.40
9	13		15.68	31.36	88.50	10.48	8.48	16.50	8.20	33.00	16.40	11.60	5.80	23.20	11.60
10	14		16.92	33.84	94.50	11.20	8.92	17.80	8.90	35.60	17.80	12.50	6.20	25.00	12.40
11	15		18.52	37.04	99.90	11.84	9.18	19.50	9.70	39.00	19.40	13.70	6.80	27.40	13.60
12	16		20.04	40.08	106.70	12.62	9.38	21.10	10.50	42.20	21.00	14.80	7.40	29.60	14.80
13	17		21.38	42.76	112.10	13.30	9.62	22.50	11.20	45.00	22.40	15.80	7.90	31.60	15.80
14	18		22.52	45.04	118.40	14.04	9.94	23.70	11.80	47.40	23.60	16.60	8.30	33.20	16.60
15	19		23.94	47.88	125.70	14.86	10.04	25.20	12.60	50.40	25.20	17.60	8.80	35.20	17.60
16	20		25.28	50.56	131.10	15.54	10.20	26.60	13.30	53.20	26.60	18.60	9.30	37.20	18.60
17 - 18	21 - 22		27.74	55.48	144.20	17.06	10.80	29.20	14.60	58.40	29.20	20.40	10.20	40.80	20.40
19 - 20	23 - 24		30.12	60.24	158.70	18.78	11.32	31.70	15.80	63.40	31.60	22.20	11.10	44.40	22.20
21 - 22	25 - 26		32.50	65.00	170.70	20.22	12.18	34.20	17.10	68.40	34.20	23.90	11.90	47.80	23.80

* See page 56.

		MYKI MONEY			MYKI PASS			SHORT TERM TICKETS							
		2 hour fare	Daily cap	7 day pass (7 days)	28-70 day (Daily Rate)	71-325* day (Daily Rate)	PEAK				OFF-PEAK				
		FULL	FULL	FULL	FULL	FULL	2 hour		Daily		2 hour		Daily		
		FULL	FULL	FULL	FULL	FULL	FULL	CONC	FULL	CONC	FULL	CONC	FULL	CONC	
Regional travel		MYKI CONCESSION FARES ARE 50% OF THE EQUIVALENT FULL FARE													
Travel between zone 1 and zone below	Number of zones travelled (excluding zone 1)	OFF-PEAK DISCOUNTS MAY ALSO APPLY													
23 - 24	27 - 28	35.24	70.48	185.30	21.94	13.22	37.10	18.50	74.20	37.00	26.00	13.00	52.00	26.00	
25 - 26	29 - 30	36.24	72.48	198.10	23.46	14.16	39.60	19.80	79.20	39.60	26.70	13.30	53.40	26.60	
27 - 28	31 - 32	36.50	73.00	211.00	24.98	15.08	42.20	21.10	84.40	42.20	26.90	13.40	53.80	26.80	
29 - 30	33 - 34	38.76	77.52	223.80	26.50	15.98	44.80	22.40	89.60	44.80	28.50	14.20	57.00	28.40	
31 - 32	35 - 36	40.66	81.32	235.00	27.82	16.78	47.00	23.50	94.00	47.00	29.90	14.90	59.80	29.80	
33 - 34	37 - 38	41.34	82.68	239.30	28.34	17.08	47.80	23.90	95.60	47.80	30.40	15.20	60.80	30.40	
35 - 36	39 - 40	42.38	84.76	244.90	29.00	17.48	49.00	24.50	98.00	49.00	31.20	15.60	62.40	31.20	
37 - 41	41 - 45	43.94	87.88	253.90	30.06	18.12	50.80	25.40	101.60	50.80	32.40	16.20	64.80	32.40	
42 - 46	46 - 50	46.10	92.20	266.70	31.58	19.06	53.30	26.60	106.60	53.20	34.00	17.00	68.00	34.00	
47 - 51	51 - 55	48.36	96.72	279.20	33.06	19.94	55.90	27.90	111.80	55.80	35.60	17.80	71.20	35.60	
52 - 56	56 - 60	50.26	100.52	290.70	34.44	20.78	58.10	29.00	116.20	58.00	37.00	18.50	74.00	37.00	
57 - 61	61 - 65	51.64	103.28	298.50	35.34	21.32	59.70	29.80	119.40	59.60	38.00	19.00	76.00	38.00	
62 - 66	66 - 70	55.70	111.40	322.00	38.14	23.00	64.40	32.20	128.80	64.40	41.10	20.50	82.20	41.00	
67 - 71	71 - 75	58.82	117.64	340.10	40.26	24.28	68.00	34.00	136.00	68.00	43.30	21.60	86.60	43.20	
72 - 78	76 - 77	60.98	121.96	352.50	41.74	25.18	70.50	35.20	141.00	70.40	44.90	22.40	89.80	44.80	

* See page 56.

Other tickets / caps

City Saver	\$2.18 (Full fare) \$1.09 (Concession)
Weekend Daily cap	\$3.00
Public Holiday cap	\$3.00
Seniors Daily cap	\$3.30

Surcharges

Note that surcharges do not contribute towards daily fare caps (see page 49).

V/Line first class travel

V/Line provides first class seating on selected rail services (see timetable for details), particularly on long distance services. First class seating is not available on coaches.

A first class fare must be paid to travel in first class. The first class fare is an upgrade fee paid in addition to the normal fare. First class upgrades are sold by conductors on board the train, or can be pre-purchased at staffed railway stations, V/Line ticket agents or the MetShop.

Telebus

There are eight Telebuses operating bus routes in the Mooroolbark, Lilydale, Croydon Hills, Chirnside Park and Rowville areas.

Customers can use the service in two ways: they may board or leave the bus at one of the fixed stops in the area (and pay the normal fare), or they may be picked up or dropped off at home (and pay a small surcharge). Surcharges are available from the driver.

To book a home pickup or make a permanent booking, phone the Telebus dispatcher on 9735 3133. Bus drivers cannot accept bookings. Pickups at bus stops will be within 5 minutes of the time shown on the timetable (to allow for home pickups).

For more information, phone Invicta Bus Services 9735 3400 or go to invictabus.com.au/telebus.html

PICKUP/DROP OFF SURCHARGE	FULL FARE	CONC.
Single trip	\$0.90	\$0.60

CHAPTER FIVE – MYKI PASS

What is a myki pass?

A myki pass is an authority to travel within a zone or range of zones for a period of time. A myki pass for 7 days or any number of days from 28 to 365 can be loaded onto a myki.

A myki pass will be activated the first time a customer uses their myki to travel within a zone for which the pass is valid, and will be valid for the full number of days purchased, commencing on the day of first touch.

Only one pass may be active at a time, although two passes may be stored at any one time on a single myki. For example, a new pass can be purchased before the expiry of an existing pass, which will be activated at first touch on (in a zone for which the pass is valid) after the expiry of the existing pass.

If the customer wants to change the zone(s) for which the pass is valid before the pass expires, they can apply for a replacement pass at the Flinders Street Station Master's Office, staffed V/Line stations or the MetShop. See chapter 7 for further information.

A myki can store myki money (a dollar amount), a myki pass (travel days) or both.
For information about myki money see chapter 4.

Important Note: No refunds will be given if an anonymous myki is lost or stolen, even if the myki was paid for by credit card or EFTPOS. Customers using myki passes are strongly encouraged to register their myki to protect against loss. Registering a myki is free and can be done by visiting myki.com.au, calling 13 myki (13 6954) or completing a registration form available from any staffed railway station, selected myki retailers and the MetShop and posting it to the myki forms processing bureau.

Where to purchase a myki pass

When the new ticketing system is fully implemented, a myki pass will be able to be loaded at the following locations using the payment methods shown:

LOCATION	PAYMENT METHODS:			
	NOTES	COINS	EFTPOS [~]	CREDIT CARD
Staffed railway stations	Yes	Yes	Yes	Yes †
Myki machines at most railway stations, selected tram stops and bus interchanges	Yes §	Yes §	Yes	Yes †~
7-Eleven, myki retailers and V/Line ticket agents	Yes	Yes	Yes *	Yes *
Online at myki.com.au	No	No	No	Yes †
By telephone – 13 myki (13 6954)	No	No	No	Yes †
The MetShop	Yes	Yes	Yes	Yes †

§ 5 cent coins not accepted. Maximum change provided is \$10.

† Visa and Mastercard only.

* Where facilities available.

~ PIN required.

Rounding

If a myki pass fare is shown as, or is calculated to be, an amount ending in a multiple of one cent, that amount may be rounded up to the nearest 10 cents at the point of sale. In that case, the rounded amount is deemed to be the fare.

7 day myki pass

The 7 day myki pass is valid within the zone(s) programmed on the pass from the day of activation until the end of the day six days after the day it was activated. For example, if a pass is first activated on a Tuesday, it expires at the end of the following Monday.

Fares for 7 day myki passes are shown in the table on pages 52–53. Concession myki pass fares are 50% of the full fare rate.

28–365 day myki pass

The fare for a 28–325 day myki pass can be calculated by multiplying the number of days required by the myki pass daily rate.

When calculating a fare for more than 70 days, use the 71–325 daily rate for all days purchased. In some cases it may be cheaper to purchase 71 days rather than fewer days.

When a myki pass for 325–365 days is purchased, the fare will be the cost of a 325 day pass (the equivalent of up to 40 days free).

The cost of a myki pass for the Melbourne area is shown below. A complete list of daily rates for all zones is shown in the table on pages 52–53.

Concession myki pass fares are 50% of the full fare rate.

MYKI PASS DAILY RATE	ZONE 1	ZONE 2	ZONE 1–2
FULL FARE	\$3.60	\$2.40	\$5.56
CONCESSION	\$1.80	\$1.20	\$2.78

Discounted student passes

Discounted student passes are available for certain zones. Yearly and first half-yearly student passes start on 1 January. Second half-yearly passes start on 1 July. First half-yearly passes expire 31 July. Yearly and second half-yearly passes expire on the last day of February the following year.

	HALF-YEARLY	YEARLY
Zone 1–53 (Victorian Student Pass)	\$213.50	\$410.00
Zone 8 (Ballarat)	\$173.00	\$330.60
Zone 13 (Bendigo)	\$152.30	\$274.00
Zone 4 (Geelong)	\$173.00	\$330.60

Student passes are available from the MetShop or staffed railway stations. A student pass is valid for unlimited travel on all train, tram and bus services within the zone(s) of validity until the expiry of the pass. The pass is valid for economy class travel only on V/Line train and coach services.

Student passes are loaded onto a concession myki and are only valid when used in conjunction with the Victorian Public Transport Concession Card with which they are purchased.

When travelling on a service with myki ticketing equipment, the customer must touch on and touch off the student pass in the usual way. **When travelling on other services, both the student pass and the associated concession card must be carried and shown on demand to an authorised person.**

Commuter Club

A Commuter Club scheme is available for employers or other organisations to purchase 365 day myki passes on behalf of the organisation's employees/members/volunteers. For more information phone 13 myki (13 6954).

Travel beyond myki pass zone(s)

Where a myki pass holder wishes to travel outside the zone(s) for which the pass is valid, they should have sufficient myki money on their card, prior to travel, to pay for the additional travel.

The cost of a trip will be equal to the price of the 2 hour fare for the zone(s) of travel minus the 2 hour fare for the zone(s) of travel covered by the myki pass.

For example, a customer with a valid Zone 4 myki pass who makes a zone 4-5 trip would pay \$1.20 (\$3.00 for a 2 hour zone 4-5 fare minus \$1.80 for a 2 hour zone 4 fare).

Daily capping will continue to apply for travel outside the zone(s) for which a myki pass is valid in the usual way.

CHAPTER SIX – SHORT TERM TICKETS**Short term tickets**

Victoria's ticketing system operates on train, tram and bus services. While using a myki is the cheapest and easiest way to travel, short term tickets are also available. They are more expensive than the equivalent myki fare.

Short term ticket fares for metropolitan Melbourne are given in the table below. A complete list of fares for all zones across Victoria is shown in the table on pages 52–53.

MELBOURNE SHORT TERM TICKET FARES

		Zone 1	Zone 2	Zone 1-2
2 hour	Full	\$3.70	\$2.80	\$5.80
	Concession	\$2.30	\$1.70	\$3.30
Daily	Full	\$6.80	\$4.80	\$10.60
	Concession	\$3.70	\$2.70	\$5.60

Choosing the right short term ticket

Although short term tickets are not as economical nor as flexible as myki money, they can still be used for an unlimited number of journeys on any train, tram or bus for a set period. Within the nominated zone(s) a customer may board any train, tram or bus before their ticket expires, even if the journey extends beyond the ticket's expiry time.

For example, if a customer's ticket expires at 3.00 pm and they touch on to a tram at 2.55 pm, the ticket will be valid for their entire trip on that tram even if they touch off after 3.00 pm

Note that a reference to a day means the period commencing at 3.00 am and ending at the following 3.00 am, and a reference to a particular day (eg, Sunday) means the period commencing at 3.00 am on that day and ending at 3.00 am on the following day.

2 hour ticket

Allows unlimited train, tram and bus travel within the zone(s) programmed on the ticket for at least two hours. The ticket expires two hours from the start of the next full hour after it was activated. For example, a ticket activated at 8.55 am will expire at 11.00 am and a ticket activated at 9.05 am will expire at 12.00 noon.

Tickets first activated between 6.01 pm and 11.59 pm are valid until the end of the day.

To ensure customers are able to complete long journeys on V/Line services, where a customer purchases a 2 hour ticket for a journey of at least 6 zones, the ticket will be valid for an additional hour for every multiple of 6 zones travelled. For example, a Ballarat to Melbourne (zone 1-8) short term ticket activated at 9.30 am would be valid until 1.00 pm. This enables regional customers travelling to Melbourne to use metropolitan public transport until the expiry of their ticket.

Daily ticket

Allows unlimited train, tram and bus travel within the zone(s) programmed on the ticket until the end of the day on which it was activated.

Off-peak tickets

For customers travelling in three or more zones, Off-peak 2 hour and Off-peak Daily short term tickets are available. Validity and conditions are identical to 2 hour and Daily short term tickets as described above, except as limited below.

Off-peak 2 hour and Off-peak Daily short term tickets are not valid for travel on business days on services arriving in zone 1 before 9.00 am or departing zone 1 between 4.00 pm and 6.00 pm.

Concession Off-peak 2 hour and concession Off-peak Daily short term tickets are not valid for travel on Saturdays or Sundays.

Where to buy short term tickets

When the new ticketing system is fully implemented, customers will be able to purchase short term tickets from:

- Staffed railway stations
- Myki machines at most railway stations, selected bus interchanges and tram stops
- On board buses* and coaches
- Myki machines on board trams
- V/Line ticket agents and some regional myki retailers (for V/Line travel only)
- The MetShop
- From the conductor on board V/Line trains (where there is no reasonable opportunity to purchase before travel)

* Customers who board a bus at the Doncaster Park and Ride are not permitted to purchase a short term ticket on board the bus. Short term tickets are not available for sale on board buses operating on metropolitan bus route number 401.

	RAILWAY STATION CUSTOMER SERVICE CENTRE AND THE METSHOP	MYKI MACHINES AT RAILWAY STATIONS AND SELECTED BUS/ TRAM STOPS ◊	ON BOARD TRAM * ◊	ON BOARD BUS AND COACH ◊	V/LINE TRAIN CONDUCTOR ◊	V/LINE TICKET AGENTS
SHORT TERM TICKET						
2 hour	✓	✓	✓	✓	✓	✓
Daily	✓	✓	✓	✓	✓	✓
PAYMENT METHODS						
Coins	✓	✓ ~	✓ ~	✓	✓	✓
Notes	✓	✓	✓	✓	✓	✓
EFTPOS #	✓	✓				✓ †
Credit cards	✓ ^	✓ ~#				✓ †
Myki money	✓	✓	✓	✓		✓

◊ Maximum change provided is \$10.

* Only zone 1,2 and 1-2 short term tickets available.

~ 5 cent coins not accepted.

† Where facilities available.

^ Visa and Mastercard only.

PIN required.

V/Line services

Customers **must** purchase a ticket before travel where a reasonable opportunity exists to do so.

Not all regional stations are fitted with myki machines. If there is no reasonable opportunity to purchase a short term ticket prior to travel, it must be purchased on V/Line trains from the conductor or from the driver on V/Line coaches.

Using short term tickets

Short term tickets are issued as disposable smartcards and have the validity details electronically encoded on the ticket.

On-vehicle

Short term tickets purchased on board trams and buses and V/Line train (and coach) services are automatically touched on for that trip only and need to be touched off upon exiting the vehicle or station paid area. If the customer transfers to another service, the ticket must be touched on again upon entering the vehicle or station paid area and touched off again upon exiting the vehicle or station paid area.

Off-vehicle

Short term tickets purchased from myki machines at stations, tram or bus stops, the MetShop, customer service centres at railway stations and V/Line ticket agents are not active at the time of purchase. The ticket will be activated when touched on by the customer upon entry to a vehicle or station paid area and must be touched off upon exit. Tickets must be used within one year of purchase.

Touching on/off short term tickets

Customers are required to ensure that they travel with a valid myki or short term ticket. It is an offence to travel without a valid ticket for the entire journey and customers who do so risk being fined.

The customer must touch on and touch off their short term ticket in accordance with the requirements stated in chapter 8.

Most train stations have myki readers at the entrance to the platform. Readers are installed adjacent to doorways on trams and buses.

To touch on/touch off a short term ticket, a customer must present it to the reader. A message on the screen and an audible tone will indicate if the ticket is valid for travel.

Some train stations have electronic barriers which are opened by presenting the short term ticket to the reader. If the touch is unsuccessful, the barrier will not open and customers should seek assistance from staff. Even if station barriers are open, customers must touch on before travelling.

Short term tickets which are unable to be touched on (for example, because they are damaged) are not valid for travel. (See page 63 for details of reimbursement procedures.)

Concession short term tickets

Infants

Infants under 4 years of age travel free on public transport services in Victoria and do not require a ticket. They must be accompanied by a responsible person. On V/Line reserved services, seats for children under 4 years old may be reserved without charge.

Concession

Children 16 years and under, and customers with the following valid concession cards, are permitted to travel using concession short term tickets:

- Victorian Public Transport Concession Card
- Victorian or interstate Seniors Card
- Australian Pensioner Concession Card
- Health Care Card (with a Victorian address)
- War Veterans/War Widows

Concession customers (except children) must carry valid concession identification to prove eligibility for concession entitlement (see pages 36–39).

Only one concession short term ticket fare exists for each ticket type (2 hour and Daily) for all concession holders (ie, tickets are not priced separately for each concession type).

Other services

Group travel permit

A group travel permit allows a group of 12 or more people (maximum of 35 people on trams, 25 on buses), to travel together at a reduced rate. All members of the group must travel together at all times, boarding and alighting at the same locations. The fare charged for the group is the concession fare of the selected short term ticket type multiplied by the number of customers. The conditions applicable to the permit are the same as those for the selected ticket type.

Group travel permits must be purchased in advance to allow accommodation requirements to be confirmed where necessary by calling 9619 2338. Groups may not be able to be accommodated on some services at times of peak demand.

At some locations, group travel permits may be issued as multiple individual concession short term tickets.

Telebus

There are eight Telebuses operating bus routes in the Mooroolbark, Lilydale, Croydon Hills, Chirnside Park and Rowville areas.

Customers can use the service in two ways: they may board or leave the bus at one of the fixed stops in the area (and pay the normal fare), or they may be picked up or dropped off at home (and pay a small surcharge). Surcharges are available from the driver.

To book a home pickup or make a permanent booking, phone the Telebus dispatcher on 9735 3133. Bus drivers cannot accept bookings. Pickups at bus stops will be within 5 minutes of the time shown on the timetable (to allow for home pickups).

For more information, phone Invicta Bus Services 9735 3400 or go to invictabus.com.au/telebus.html

PICKUP/DROP OFF SURCHARGE	FULL FARE	CONC.
Single trip	\$0.90	\$0.60

First class travel

V/Line provides first class seating on selected rail services (see timetable for details), particularly on long distance services. First class seating is not available on coaches.

A first class fare must be paid to travel in first class. The first class fare is an upgrade fee paid in addition to the normal fare. First class upgrades are sold by conductors on board the train, or can be pre-purchased at staffed railway stations, V/Line ticket agents or the MetShop.

Off-Peak to Peak Upgrade

Customers holding an off-peak ticket making a journey for which an off-peak ticket is not valid must purchase an Off-Peak to Peak Upgrade (or purchase a valid peak ticket for their whole journey).

The Off-peak to Peak Upgrade is available from staffed V/Line stations, V/Line ticket agents and the conductor on board the train.

Special event and conference ticketing

In some circumstances, special event and conference organisers can include public transport in the cost of event tickets by prior arrangement with the Director of Public Transport, subject to meeting the following conditions:

- All event tickets or delegate passes must be valid on a specific date or dates, which are to be clearly printed on the ticket (no open ended tickets or passes permitted).
- Tickets must be issued by an approved ticket issuer on approved ticket stock (eg. 'print your own' ticket systems are not permitted).

- The event must cater for more than 500 people per day.
- Delegate passes must be issued by conference organisers.
- The event must be at an approved venue close to the CBD, including Melbourne Park, Olympic Park, Victorian Arts Centre (including the Sidney Myer Music Bowl), Etihad Stadium, the Melbourne Cricket Ground and theatres in the CBD.
- Events and conferences must not start on business days before 9.30am or finish between 4.00 pm and 6.00 pm to avoid peak hour congestion.
- Events must finish one hour before the end of train/tram services to ensure customers are not stranded.
- If the event or conference is cancelled or the date changed, travel is provided on the original date printed on the tickets and the fee remains payable by the event or conference organiser.

The cost to the event organiser is based on the number of tickets issued for the event (including complimentary tickets). The fee of \$2.60 per ticket, is common to all events, assumes events will be attended by a mixture of full fare and concession ticket holders, and assumes that not all people will use public transport.

The fee includes unlimited travel within zones 1–2 on the day(s) of the event. This fee only covers free travel, and does not include the cost of providing additional services. For more information, please contact the Department of Transport on 9655 3333 or email event.notification@transport.vic.gov.au

CHAPTER SEVEN – REFUNDS, REIMBURSEMENTS AND REPLACEMENTS

General rules

Most refunds, reimbursements or replacement mykis will require an appropriate application form to be completed. Forms are available from staffed railways stations, the MetShop, selected myki retailers, online at myki.com.au or metlinkmelbourne.com.au, and by calling 13 myki (13 6954). Where specified in this chapter, the customer will need to pay an administration fee of \$9.80.

A replacement myki will be required where a myki is lost, stolen, defective or damaged. A myki will also need to be replaced after 4 years when the card itself expires.

A customer can apply to have the value on their myki refunded at any time, with surrender of the myki and payment of an administration fee. Reimbursements may also be available for ticketing equipment faults, occasions of severe service disruption or where special circumstances affect the customer.

Damaged and defective tickets

Mykis and short term tickets which are not able to be touched on **are not valid for travel or entry to a station paid area**. A customer with a myki which is not operational must purchase short term tickets (or use another myki) to travel or enter a station paid area until they obtain a replacement myki.

Similarly, a customer using a short term ticket which is not operational must purchase another ticket in order to travel or enter a station paid area.

Defective tickets

A ticket is defective if it is unable to be electronically read, or if it processes fares incorrectly, and the ticket has not been visibly damaged or electronically interfered with. Mykis are warranted against operational defects when correctly used and looked after by the customer. If a myki becomes defective, it will be replaced free of charge.

Defective mykis are exchanged for new mykis – see Replacement mykis below.

Where a short term ticket becomes defective, the customer may seek reimbursement by completing a myki refund and reimbursement form and submitting this together with the defective short term ticket and its replacement.

Where a myki or short term ticket becomes defective in normal use, no administration fee is payable by the customer for replacement.

Damaged tickets

Damaged tickets include those that have become non-operational as a result of:

- Heat damage
- Water damage
- Being bent, punched through, torn, cut or chewed
- Damage that exceeds normal wear and tear

Damaged mykis will be replaced in the same way as defective mykis, but the customer will be required to pay a replacement fee of \$9.80.

Damaged short term tickets will not be replaced under any circumstances.

Lost or stolen tickets

Only registered mykis are eligible for replacement in the event that the ticket is lost or stolen. Anonymous mykis or short term tickets which are lost or stolen will not be replaced under any circumstances.

Holder (or account holder) of registered mykis whose myki has been lost or stolen should report this as soon as possible:

- Online at myki.com.au (available 24 hours a day)
- By calling 13 myki (13 6954) (during call centre hours of operation)

The myki will then be blocked and can no longer be used. Any value remaining on the myki is protected from the moment the customer reports it as lost/stolen, and can be transferred to a replacement card. The account holder remains liable for all transactions that occur on the myki until the time it is reported lost or stolen online or via the call centre as above.

If the customer requires a new myki, lost or stolen registered mykis will be replaced using the replacement process detailed below. A replacement fee of \$9.80 applies.

Change of concession status

Where a customer moves from concession to full fare (or vice versa), or changes between child or senior and another concession type, a new myki must be issued. Customers may surrender their old myki at a staffed railway station or the MetShop and receive a new myki of the appropriate type at no charge. They may also complete a refund and reimbursement form to receive a cheque for the remaining value on their old myki, and no administration fee is payable for this.

Replacement mykis

When a myki is damaged, defective or expired, or a registered myki is lost or stolen, or a customer's concession status changes, the customer can apply for their myki to be replaced.

All applications for replacement mykis require the customer to complete and submit a replacement myki application form (including their name and address), along with the myki that needs replacing (except for lost or stolen mykis). Replacement myki application forms are available at selected myki retailers, from myki.com.au, by calling 13 myki (13 6954) and from the locations below, and may be submitted with the myki to be replaced (where relevant) to:

- Staffed railway stations (including premium stations)
- The MetShop

Completed forms, together with the myki to be replaced (where relevant), can also be posted directly to the myki forms processing bureau.

Where a replacement fee applies (see above), this must be paid before the replacement application can proceed.

Replacement process

When a customer lodges a replacement myki form at a railway station or the MetShop, where possible they will be provided with a replacement myki on the spot and the balance from their old myki will be transferred within a few days.

Where on-the-spot replacement is not possible (eg. for personalised mykis), the customer will be provided with a Daily short term ticket for that day (defective and damaged mykis only).

A replacement myki will then be issued and posted to the customer (account holder) within a few days, including the remaining balance transferred from the old myki.

Customers should purchase short term tickets (or use another myki) to travel while awaiting receipt of their replacement myki. Concession customers must carry proof of concession entitlement in order to use concession short term tickets. Customers with valid myki passes will have the remaining days 'frozen' from the time they submit the application form until they touch on again after receipt of the replacement myki.

Refunds of unused value

A customer can apply to have the remaining value (myki money balance and any unused myki pass days) on their myki refunded at any time. The value of the myki card itself is non refundable.

Application for refund

Customers requiring refunds should complete a myki refund and reimbursement form and submit this to a staffed railway station, the MetShop, or by post to the myki forms processing bureau. The myki that the value to be refunded is on must be surrendered at the time of application, and will be blocked from further use. All customers (including anonymous cardholders) will be required to provide adequate personal details on the application form.

Refund process

All value on the myki will be refunded including myki money and the value of the remaining days of any myki pass.

An administration fee of \$9.80 applies for each myki the value on which is being refunded, and this fee will be deducted from the refund amount to be paid. Any value on a myki that is less than \$9.80 cannot be refunded. Refunds are provided by cheque posted to the customer (account holder).

Short term tickets

Refunds are not available on short term tickets. In circumstances of major disruption where services are cancelled and alternative services are not provided within a reasonable time, or where special consideration may apply, customers should apply for a reimbursement as described below.

Reimbursements

In the following cases, a customer can apply for a reimbursement for value which has been used.

Severe service disruption

In the event of prolonged severe service disruption or industrial action, Metlink and/or transport operators will produce special bulletins to advise reimbursements arrangements. Severe service disruption is where regular services are unable to be provided, and replacement services are not available for an extended period of time.

To seek a reimbursement, a customer must complete a myki refund and reimbursement form, and submit this together with a short term ticket or myki card number which:

- Was valid for travel during the stoppage.
- Was not used on alternative or replacement services during the stoppage.

Reimbursements that are based on industrial stoppage or severe service disruption do not attract an administration fee. In such circumstances, the special bulletin will detail how to apply for the reimbursements.

Ticketing equipment faults

In case of a myki equipment fault, customers should complete a myki refund and reimbursement form and post it to the myki forms processing bureau. No administration fee applies for myki machine faults. Customers are requested to provide as much information as possible to assist in processing their claim.

Applications are cross referenced against the central computer system which continually monitors ticketing equipment and records faults.

Note that where a customer is charged a default fare as a result of no operational myki reader being available to touch off, they may contact the call centre on 13 myki (13 6954) to be reimbursed any amount greater than the correct fare. In this case they do not need to complete a form.

Medical conditions

In certain circumstances, reimbursements of all or some of the value of myki passes may be available for customers who have experienced medical problems.

Reimbursements due to medical conditions will only be allowed if the application meets the following requirements:

- The claim is accompanied by a doctor's certificate for the days claimed (statutory declarations are not accepted as proof).
- The customer has been unable to travel owing to illness for a minimum number of days:
 - for 7-day pass, at least 3 business days
 - for 28–70 day pass, at least 7 days
 - for 71–365 day pass, at least 7 days plus 2 days for each 30 days or part thereof in excess of 70.

A reimbursement based on a medical condition can be claimed for non-consecutive days of illness. However, a certificate must be produced for each of the days.

Special consideration

Reimbursements may be provided in unusual circumstances not covered by the above. Applications for reimbursements should be made using the myki refund and reimbursement form.

Customers are requested to include copies of any documentary evidence that supports their application for special consideration. An administration fee may apply.

Refund and reimbursement procedures

All refunds and reimbursements need to be made using the myki refund and reimbursement form. An administration fee may apply. Where a myki is managed by a separate account holder, any refund or reimbursement will be provided to the account holder.

Refunds and reimbursements can only be considered if the following conditions are met:

- The application form has been completed correctly, including signature.
- A claim is submitted in writing no later than 12 months after date the ticket was last used (for reimbursements) or 5 years after the ticket was last used (for refunds).
- The sale of the ticket can be traced.
- The ticket has not been reported lost, stolen or invalid.
- All criteria listed in the preceding sections are met.
- Documentary proof of claim is included, if required (eg. medical certificate).
- (For refunds) the myki concerned is included with the application form.

Any customer who applies for a refund, reimbursement or replacement, and provides false or misleading information may commit an offence and be subject to penalty.

Myki pass transfers

A customer can apply to have the value of the remaining days of a myki pass converted to:

- Myki money – providing the total myki money balance resulting is not greater than \$999.99; or
- (For myki passes initially purchased for more than 70 days) a myki pass valid for a different zone or range of zones. Where the new myki pass is more expensive, the customer must pay the additional amount required; where the new pass is cheaper, the difference will be paid to the customer as myki money.

An administration fee of \$9.80 will apply.

Customers must complete an application form and lodge this at the Flinders Street Station Master's Office, staffed V/Line stations or the MetShop, or post directly to the myki forms processing bureau. Myki pass transfers take a minimum of 10 days to process.

Surrendered tickets

These conditions apply if a ticket is surrendered in compliance with a request made under regulation 19 of the Transport (Ticketing) Regulations 2006.

In these conditions, 'enforcement activity' means the issue and enforcement of an infringement notice or the bringing and prosecuting of proceedings for an offence.

If the holder of a ticket surrenders the ticket to an authorised officer while travelling in a passenger vehicle, the holder will be issued with a travel permit for the balance of the travel authorised by the ticket up to a maximum of seven days travel.

A surrendered ticket will be retained by the authorised officer or the member of the police force to whom the ticket was surrendered, or by the Department of Transport, at least until –

- (a) a decision is taken to not proceed with any enforcement activity to which the ticket is relevant; or
- (b) all enforcement activities to which the ticket is relevant are concluded.

When either of the events referred to in the immediately preceding paragraph occurs, the following conditions apply in respect of the surrendered ticket –

- If the ticket is a concession ticket which has been used by a person who has no entitlement to rely on the concession ticket for travel in a passenger vehicle or entry to a designated area –
 - (a) no replacement tickets will be issued and no refund will be made, to the extent of the whole or part of any unused value remaining on the ticket at the time of surrender; and
 - (b) the ticket will not be returned except as provided in the next succeeding dot point.
- If a person referred to in the immediately preceding dot point obtains an entitlement to rely on the concession ticket for travel in a passenger vehicle or entry to a designated area and –
 - (a) applies for the return of the ticket; and
 - (b) presents evidence of the relevant entitlement –
to the Department of Transport within 28 days of a decision to not proceed with any enforcement activity, or of the conclusion of all enforcement activities, to which the ticket is relevant, the ticket will be returned if it has any remaining unused value, but no replacement tickets will be issued, and no refund will be made, to the extent of the whole or part of any unused value remaining on the ticket at the time of surrender.
- If the ticket was fraudulently or, in some other way, dishonestly obtained or used –
 - (a) no replacement tickets will be issued and no refund will be made, to the extent of the whole or part of any unused value remaining on the ticket at the time of surrender; and
 - (b) the ticket will not be returned –
except as provided in the next succeeding dot point.
- If the original holder of a fraudulently or dishonestly obtained or used ticket applies to the Department of Transport for the return of that ticket within 28 days of the conclusion of all enforcement activities to which the ticket is relevant and satisfies the Department that he or she was not a party to the deception or dishonesty –
 - (a) if the ticket has any remaining unused value, it will be returned to the original holder; and
 - (b) whether or not the ticket is returned under paragraph (a), the original holder is entitled to a replacement ticket or tickets, or a refund, to the extent of the whole of any unused value remaining on the ticket at the time of surrender, less, if the ticket is returned, any remaining unused value as at the date the ticket is returned.
- If the enforcement activities culminated in a successful prosecution of the holder of the ticket, the informant may seek an order for the forfeiture of the ticket. If such an order is not made by the Court, the ticket will be returned to the person prosecuted if it has any remaining unused value, but no replacement tickets will be issued, and no refund will be made, to the extent of the whole or part of any unused value remaining on the ticket at the time of surrender.
- If the enforcement activities culminated in the prosecution of the holder of the ticket and that prosecution resulted in the acquittal of the holder of the ticket on the charge or charges and if the holder makes application to the Department of Transport within 28 days of the Court's decision –
 - (a) if the ticket has any remaining unused value, it will be returned to the holder; and
 - (b) whether or not the ticket is returned under paragraph (a), the holder is entitled to a replacement ticket or tickets, or a refund, to the extent of the whole of any unused value remaining on the ticket at the time of surrender, less, if the ticket is returned, any remaining unused value as at the date the ticket is returned.
- If an infringement notice was issued and either –
 - (a) the penalty specified in the notice is paid before an enforcement order in respect of the notice is made; or
 - (b) if the notice becomes the subject of an enforcement order, the amount required to be paid under the order is paid –

and if the holder of the ticket makes application to the Department of Transport within 28 days of the payment of the penalty or amount (as the case may be), the ticket will be returned to the holder if it has any remaining unused value, but no replacement tickets will be issued, and no refund will be made, to the extent of the whole or part of any unused value remaining on the ticket at the time of surrender.

- If –
 - (a) an infringement notice was issued; and
 - (b) the notice was lodged with the Infringements Registrar; and
 - (c) the notice was subsequently revoked by a Court; and
 - (d) under section 69 of the **Infringements Act 2006**, the matter is not referred to the Court – and if the holder of the ticket makes application to the Department of Transport within 28 days of receiving the notice under section 69(3) of the **Infringements Act 2006** from the Infringements Registrar that the matter will not be referred to the Court –
 - (e) if the ticket has any remaining unused value, it will be returned to the holder; and
 - (f) whether or not the ticket is returned under paragraph (e), the holder is entitled to a replacement ticket or tickets, or a refund, to the extent of the whole of any unused value remaining on the ticket at the time of surrender, less, if the ticket is returned, any remaining unused value as at the date the ticket is returned.
- If an infringement notice was issued, but later withdrawn and either –
 - (a) a decision was made to not undertake any other enforcement activity to which the ticket is relevant; or
 - (b) an official warning is given to the holder of the ticket –and if the holder of the ticket makes application to the Department of Transport within 28 days of receiving the notice of withdrawal or warning letter (as the case may be) –
 - (c) if the ticket has any remaining unused value, it will be returned to the holder; and
 - (d) whether or not the ticket is returned under paragraph (c), the holder is entitled to a replacement ticket or tickets, or a refund, to the extent of the whole of any unused value remaining on the ticket at the time of surrender, less, if the ticket is returned, any remaining unused value as at the date the ticket is returned.
- Unless the ticket is a ticket referred to in the first dot point above, if a decision was taken to not proceed with any enforcement activity to which the ticket is relevant, and if the holder of the ticket makes application to the Department of Transport –
 - (a) if the ticket has any remaining unused value, it will be returned to the holder; and
 - (b) whether or not the ticket is returned under paragraph (a), the holder is entitled to a replacement ticket or tickets, or a refund, to the extent of the whole of any unused value remaining on the ticket at the time of surrender, less, if the ticket is returned, any remaining unused value as at the date the ticket is returned.
- An application under the last preceding dot point must be made no later than 28 days after the holder of the ticket receives advice from the Department of Transport that no enforcement activity to which the ticket is relevant will proceed.

CHAPTER EIGHT – GENERAL AND SPECIAL TICKETING CONDITIONS

Fares

A person who undertakes a journey in a passenger vehicle, or makes an entry to a designated area, for which a fare is required, must pay at least the correct fare in accordance with the conditions contained in this manual for the travel in a passenger vehicle that consists of or includes the journey or for the entry.

If a customer uses myki money to pay the fare for the whole or part of a journey or for an entry to a designated area, but does not correctly touch off the myki in accordance with the conditions contained in this chapter, the default fare referred to in this chapter is deemed to be the correct fare for the journey or part or for the entry, subject to any applicable concession entitlements or daily caps.

Designated areas

The correct fare for travel in a passenger vehicle in a zone at a particular time is deemed to be the correct fare for an entry to a designated area in that zone at that time.

If a ticket is valid for travel in a passenger vehicle in a zone at a particular time, the ticket is valid for an entry to a designated area in that zone at that time.

Touch on / touch off

A myki or a short term ticket must be touched on and touched off for each journey in a passenger vehicle or entry to a designated area for which the myki or short term ticket is used, in accordance with the following paragraphs. However, a short term ticket that is purchased on board a tram, bus or train is automatically touched on when issued and, for that journey only, need only be touched off in accordance with the following paragraphs.

Touch on / touch off off-vehicle

For a journey on a train that commences from a platform which is not, or is not part of, a designated area, a customer must touch on the myki or short term ticket before boarding the train.

For a journey on a train that ends at a platform which is not, or is not part of, a designated area, a customer must touch off the myki or short term ticket as soon as there is a reasonable opportunity to do so after leaving the train.

For an entry to a designated area and for a journey on a train that commences from a platform which is, or is part of, that designated area, a customer must touch on the myki or short term ticket before, while or immediately upon entering, the designated area.

For an entry to a designated area if a customer leaves the designated area without undertaking any travel, the customer must touch off the myki or short term ticket immediately before leaving, or while leaving, the designated area.

For a journey on a train that ends at a platform which is, or is part of, a designated area and for the entry to the designated area that is made when a customer leaves the train, the customer must touch off the myki or short term ticket immediately before leaving, or while leaving, the designated area.

However, if a customer referred to in the preceding paragraphs is not able to touch on or touch off his or her myki or short term ticket as required by those paragraphs because an operational myki reader is not available, the requirements set out in that paragraph do not apply.

An operational myki reader is to be taken as being not available only if –

- (a) no myki reader near to where the customer is to board or leave the train or enter or leave the designated area (as is applicable) is able to be operated so as to enable the myki or short term ticket to be touched on or touched off and it would be unreasonable to require the customer to touch on or touch off the myki or short term ticket at a myki reader which is able to be so operated; or
- (b) the customer is unable to touch on or touch off the myki or short term ticket because of his or her physical or intellectual disability and is unable to have the myki or short term ticket touched on or touched off on his or her behalf by a person accompanying him or her or by an authorised person.

Touch on / touch off on-vehicle

For a journey on a tram or a bus –

- (a) unless subparagraph (b) applies, a customer must touch on the myki or short term ticket immediately upon boarding the tram or bus; or
- (b) if it is necessary for value to be loaded on a myki on board the bus or tram in order for the myki to be able to be touched on, the customer must touch on the myki as soon as possible after the value has been loaded.

For a journey on a tram or a bus, a customer must touch off the myki or short term ticket immediately before leaving the tram or bus.

However, if a customer referred to in the preceding paragraphs is not able to touch on or touch off his or her myki or short term ticket as required by those paragraphs because an operational myki reader is not available, the requirements set out in that paragraph do not apply.

An operational myki reader is to be taken as being not available only if –

- (a) no myki reader near where the customer boards or leaves the tram or bus is able to be operated so as enable the myki or short term ticket to be touched on or touched off and it would be unreasonable to require the customer to touch on or touch off the myki or short term ticket at another myki reader which is able to be so operated; or
- (b) the customer is unable to touch on or touch off the myki or short term ticket because of his or her physical or intellectual disability and is unable to have the myki or short term ticket touched on or touched off on his or her behalf by a person accompanying him or her or by an authorised person.

Minimum requirements for travel***Travel in one or two zones***

In order to touch on and commence travel, customers travelling in only one or two zones must have on their myki:

- a minimum myki money balance of \$0.01; or
- a myki pass valid for at least the zone in which they board and a myki money balance of at least \$0.00.

Where a customer's myki has a valid myki pass and a negative myki money balance, the myki is not valid for travel or entry to designated areas in zones for which the pass is valid until the myki money balance has been topped up to at least \$0.00.

Travel in three or more zones

Except as set out in the next paragraph, customers travelling in more than two zones must have on their myki prior to travel:

- a myki pass for their entire journey; or
- a sufficient myki money balance to pay for their entire journey; or
- a myki pass for part of their journey and a sufficient myki money balance to pay for the remainder of the journey.

Customers may top up myki money on board V/Line coaches and trains if they did not have a reasonable opportunity to top up prior to travel.

However, if the location where a customer boards a V/Line coach or train has facilities for topping up mykis, the customer is deemed to have had a reasonable opportunity to top up prior to travel. For example, customers boarding V/Line trains at Southern Cross Station or any other staffed railway station or at a station where a myki machine is available must top up prior to boarding.

In these circumstances, customers may commit an offence if they do not top up prior to boarding.

Myki reader indicators***Touch on***

When a customer touches on at a myki reader, lights on the reader and an audible tone will alert them to the status of the touch as set out in the table below.

LIGHT(S)	TONE	OUTCOME	REASON
Green	Single positive beep (full fare and free travel) Two positive beeps (concession)	Successful touch on	Myki money balance at least \$0.01; or Valid myki pass and myki money balance at least \$0.00; or Valid short term ticket.
Red	Three negative beeps	Touch on failed	Myki money balance less than \$0.00; or No valid myki pass for current zone and myki money balance less than \$0.01; or Short term ticket expired or not valid for current zone; or Blocked myki or short term ticket; or Faulty myki or short term ticket; or Another reason (see "myki reader messages" below).
Green and orange together	Single positive beep (full fare and free travel) Two positive beeps (concession)	Successful touch on	Myki money balance at least \$0.01; or Valid myki pass and myki money balance at least \$0.00; and – <ul style="list-style-type: none"> • Low balance – myki pass has 3 or fewer days remaining or myki money balance below \$10; and/ or • Action processed against the card since last touch on (eg, auto top up).
Green and red together	Single positive beep (full fare and free travel) Two positive beeps (concession)	Successful touch on	Myki money balance at least \$0.01; or Valid myki pass and myki money balance at least \$0.00; and – Default fare applied for previous trip (this will occur where a customer failed to touch off at the end of their last trip).

When a myki or a short term ticket is presented to a myki reader and no light or tone occurs, the ticket has not been read and is not valid for travel.

Note that if a customer is travelling three or more zones they must have a myki pass and/or sufficient myki money balance for their journey prior to travel. In this case a successful touch on does not necessarily indicate that a customer has a valid ticket (see 'Minimum requirements for travel' in this chapter).

Touch off

A successful touch off is indicated by a green light and one or two positive beeps. A red light and three negative beeps indicates the touch off failed, and a message on the screen will indicate the reason (see 'myki reader messages' below).

Myki reader messages

Where a touch is unsuccessful, the following messages may be displayed by the myki reader:

MESSAGE	MYKI	SHORT TERM TICKET	DESCRIPTION	CUSTOMER ACTION
Already touched on Already touched off	✓	✓	The myki or short term ticket has been touched on/off already within the passback period.	No action necessary.
Declined – Contact myki call centre	✓	✓	The myki or short term ticket has been blocked from use or has a fault.	Use another ticket.* Contact the myki call centre on 13 myki (13 6954).
Declined – Invalid zone		✓	The short term ticket is not valid for the zone the customer is in.	Use another ticket.*
Declined – Please top up your myki	✓		The myki has a myki money balance below \$0.01.	Top up myki.
Expired		✓	The short term ticket has expired and is not valid for travel.	Use another ticket.*
Expired – Time to get another myki	✓		The myki has reached the end of its 4 year lifespan and must be replaced.	Use another ticket.* Complete replacement myki form or purchase a new myki.
Multiple cards detected – Try again	✓	✓	More than one myki or short term ticket has been presented to the reader at the same time. Readers can only read a single card at a time.	Present a single ticket to the reader.
Please touch again	✓	✓	The myki or short term ticket has been removed from the reader too quickly and has not been read	Re-present the ticket to the reader.

* 'Use another ticket' includes purchasing a new short term ticket or using a different myki.

Failure to touch on and off correctly

Default fares – myki money

In order for the ticketing system to calculate the correct fare it is essential that customers touch on and off correctly. If a customer using myki money does not touch off correctly, then a default fare may be charged in lieu of the correct fare to protect against fare evasion.

Within Melbourne, the default fare will not exceed the cost of a 2 hour zone 1–2 myki money fare.

The following table outlines the default fare that will be charged in the event a customer does not touch off at the completion of their journey.

On V/Line services the train conductor will reset the default fare up to the 2 hour fare for the zones for the journey the customer is making or the travel to the end of the service, at their discretion.

Customers who fail to touch off will not receive the benefit of any off-peak discounts applicable.

The full fare default fare is given in the table below. This is multiplied by the concession discount (50%) for customers using a concession myki.

The system will recognise a failure to touch off by the next touch immediately following a touch on being:

- On a different mode of transport from the touch on.
- On a different vehicle (tram or bus) from the touch on.
- More than two hours after the start of the next full hour after the touch on (extended in accordance with the rules for long journeys on page 48).

Where a customer fails to touch off and a default fare is payable, it will be deducted from the myki money balance the next time they touch on. Where no product existed for the trip to which the default fare applies, the default fare will create one for the appropriate zone(s) based on the time of the touch on to which the default fare applies, and permit travel until the expiry of this product. The amount of any default fare deducted will count towards a Daily cap for the day on which the touch on took place.

Note: In the event that no operational myki reader is available for a customer to touch off at the end of their journey, the customer should contact the call centre for a reimbursement of any amount charged in excess of the correct myki money fare.

SERVICE	DEFAULT FARE – FULL FARE	PRODUCT CREATED ON MYKI
TRAIN*		
Train stations in zones 1 or 2	\$4.96	Zone 1–2
Train stations in zone 3	\$7.60	Zone 1–3
Train stations in zone 4	\$8.74	Zone 1–4
All other train stations	\$4.36	4 zones (zone in which the station is situated and the next 3 zones towards zone 1)
TRAM, BUS & COACH		
All trams, buses and coaches	2 hour myki money fare between where a customer boards and the zone at the end of the service**	

* The default fare for V/Line services may be reset by the conductor as indicated above.

** Until myki equipment is fully installed on metropolitan tram and bus vehicles, the default fare on tram and bus services within zones 1 and 2 will be the 2 hour fare for the zone in which the customer touches on.

Default fares – myki passes

Customers using a myki with a myki pass will not be charged a default fare unless they are commencing their journey outside the zone(s) for which their pass is valid. Normal myki money rules apply for travel outside the zone(s) covered by the pass (including default fares).

If the customer wants to travel beyond the zone(s) covered by their myki pass, they should ensure there is a sufficient myki money balance recorded on their card to cover the additional travel.

Failure to touch on

Where a customer attempts to touch off but did not touch on at the start of their journey, the touch will be processed by the system as a touch on. In this case a default fare may subsequently be charged.

Customers who have not touched on at the start of their journey will not be able to exit via the ticket barriers at railway stations and must see a member of staff for assistance.

Passback and change of mind

Passback is a time period following touch on or off, during which time a myki or short term ticket presented at a myki reader will be rejected. This will prevent a customer inadvertently touching off (or on again) immediately.

Change of mind is a second time period beginning immediately after the end of the passback period (after touch on only). This will allow customers using a myki to change their mind and exit the vehicle/station paid area without paying a fare if they have not actually used a service.

At train stations without ticket barriers passback is 30 seconds. Change of mind is up to 15 minutes from touch on.

Onboard trams passback is 5 seconds. There is no change of mind period.

Onboard buses passback is 30 seconds. There is no change of mind period.

Time taken to credit myki balance

When customers top up myki money or load a myki pass at a myki machine, railway station ticket office, the MetShop, 7-Eleven, myki retailer or V/Line ticket agent or on-board a bus, tram or V/Line service, the value or pass is recorded on the myki immediately.

When customers top up myki money or load a myki pass via the myki website or call centre, the amount to be topped up or pass to be loaded is downloaded to myki equipment so it can be recorded on the customer's myki when it is next touched on. The amount of time taken for equipment to be updated can vary. For this reason, these transactions processed via the website or call centre may take up to 24 hours to record on the customer's myki.

Top ups via BPay must first be processed by the customer's bank and may take up to 5 days for the value to be recorded on the myki.

Unless the value of a top up is recorded on the myki, it does not form part of the card's myki money balance. Unless a myki pass is recorded on the myki, the pass cannot be used for travel.

If a customer finds they have insufficient myki money balance to travel, or that a myki pass has not been recorded within this time, they must top up from an on-system location or buy a short term ticket prior to travel.

V/Line and regional rail travel**Reservations**

Reservations are compulsory on most V/Line coach services (including all Link services and Mildura coach services) and long-distance train services travelling to/from Bairnsdale, Albury/Wodonga, Shepparton, Swan Hill, Echuca, Ararat and Warrnambool. For more information, check timetables at viclink.com.au or call 136 196.

Reservations may be made at most staffed railway stations, V/Line ticket agents or by calling 136 196.

Pick up and set down restrictions

Where V/Line train services stop at railway stations in the metropolitan area, pick up and set down restrictions may apply. These restrictions are set out in V/Line timetables which may be viewed or obtained at V/Line railway stations and viewed online at viclink.com.au. The tickets of customers boarding or alighting at stations in contravention of these restrictions are not, or cease to be, valid for travel on the relevant V/Line train service.

Overland and XPT services

V/Line operates a codeshare agreement with the operators of the Overland and XPT services to provide seats for users of the myki ticketing system. Reservations are required. Contact 136 196 for reservations and information.

Unaccompanied children

Parents and guardians are responsible for the safety of children travelling alone on metropolitan and regional services. Public transport staff cannot accept responsibility for unaccompanied children.

On V/Line services, children under 10 years old cannot travel alone. They must travel with a responsible person, except when travelling with other children to and from school. In circumstances where a child under 10 years of age is found travelling alone, V/Line staff or coach drivers will escort the child to the next staffed V/Line station and transfer them to station staff who will contact the police to have the child returned to their parent or guardian.

Children aged 10–15 years may travel alone on V/Line services but the sole responsibility for the safety of the child remains with the parent or guardian who has care of the child.

Single ticket required

Customers using short term tickets must have a single valid ticket for their entire journey. Customers are not permitted to use two tickets during the one journey.

Myki pass holders may use their myki beyond the zone(s) for which the pass is valid by adding sufficient value to their myki money balance to pay for the extra travel. Value should be added prior to travel.

Myki users must use just one myki to complete a trip. Mykis and short term tickets must not be combined to cover travel.

Validity of tickets**General**

A myki is valid for a journey in a passenger vehicle or an entry to a designated area if –

- (a) the myki has been touched on and touched off in accordance the conditions contained in this chapter; and
- (b) if the myki is being used for a journey in more than two zones, there is recorded on the myki a myki pass, or a myki money balance, or a combination of myki pass and myki money balance, in accordance with the applicable conditions set out under the heading ‘Minimum requirements for travel’ in this chapter; and
- (c) if the myki is a concession ticket, it either itself constitutes, or is accompanied by, evidence of a current concession entitlement to rely on that ticket; and
- (d) the myki is used in accordance with all other conditions for its use.

Despite subparagraph (a) in the immediately preceding paragraph, if a myki has been touched on but has not yet been touched off, and if the myki otherwise complies with the requirements of that paragraph, the myki is to be treated as valid for the relevant journey or entry until such time as the obligation to touch off the myki arises.

Despite the immediately preceding two paragraphs, a myki is not invalid for a journey in a passenger vehicle or an entry to a designated area solely because the myki was not touched off in accordance with the conditions contained in this chapter if –

- (a) the myki was touched on for that journey or entry in accordance with those conditions; and
- (b) after the myki was touched on, there was recorded on the myki either –
 - (i) a product or a myki pass that authorised that journey or entry; or
 - (ii) a default fare at least equal to the correct fare for that journey or entry.

A short term ticket is valid for a journey in a passenger vehicle or an entry to a designated area if –

- (a) any fare for the ticket has been paid; and
- (b) the ticket has been touched on in accordance with the conditions contained in this chapter; and
- (c) in the case of a concession ticket, it either itself constitutes, or is accompanied by, evidence of a current concession entitlement to rely on that ticket; and
- (d) it is used in accordance with all other conditions for its use applicable in respect of that class of ticket other than the condition that it must be touched off.

Transfer of ticket

A ticket is valid for use only by the person who first uses the ticket for a journey or an entry, and must not be transferred to another person unless otherwise specified in another chapter of this manual.

Damaged tickets and concessions

A ticket is invalid if –

- (a) it has been altered, defaced or mutilated in any material particular; or
- (b) it becomes, or has been made, illegible in any material particular; or
- (c) information stored in or on the ticket in an electronic chip has been altered or destroyed or made inaccessible in any material particular.

Evidence of a concession entitlement is invalid if the card or other document which constitutes that evidence (other than a ticket) –

- (a) has been altered, defaced or mutilated in any material particular; or
- (b) becomes, or has been made, illegible in any material particular.

Ownership of tickets

A ticket issued by or on behalf of the Public Transport Ticketing Body remains the property of that Body at all times.

References on tickets

A reference on a ticket to ‘Conditions of Use’ or ‘myki Conditions’ is a reference to the conditions in this manual.

Liability of operators

An operator whose passenger services are entitled to be used by a customer is not responsible to that customer for any loss, damage or delay caused by any failure by another operator in the provision of passenger services.

An operator shall not, in respect of any customer, be liable for any loss, damage or delay caused by or arising from an act of God or inevitable accident, riot, civil commotion, strike, lock-out, stoppage or restraint of labour, regardless of the cause and whether partial or general.

An operator may use any mode of transport to carry customers and may substitute the mode of transport used at any time, including during a journey.

An operator is not liable to a customer for –

- (a) any consequences arising from any variation in the time of arrival at or departure from any station or stop of any passenger vehicle; or
- (b) any loss or damage as a result of a cancellation of a passenger service or any variation of the time of arrival at or departure from any station or stop of any passenger vehicle.

An operator may cancel wholly or in part the scheduled passenger services shown in the operator's timetables or may vary the point at which passenger services will pick up and set down customers.

An operator does not guarantee the time of arrival or departure of its passenger services at the times published in its timetable.

A ticket which an operator is required to accept is subject to any alteration which the operator may make to any passenger service to which that ticket relates during the currency of the ticket and the holder of the ticket is not entitled to any allowance or compensation due to any change in the time of the service or any reduction in the service.

New conditions for, and abolition of, ticket types

If a type of ticket in a class specified in the conditions contained in this manual is included in a class of tickets specified in conditions (in this and the next succeeding paragraph called 'replacement conditions') which are determined and published in accordance with the **Transport Act 1983** and which replace the conditions contained in this manual, any ticket of that type issued, but not used, before the replacement conditions take effect, may then be used subject to the replacement conditions.

If a type of ticket specified in the conditions contained in this manual is not included in a class of tickets specified in replacement conditions, any ticket of that type ceases to be valid in any way for travel or entry to a designated area when the replacement conditions take effect. Any refund in relation to any unused travel to which the holder of a ticket of that type would otherwise be entitled must be applied for in writing to the relevant operator, enclosing the relevant ticket, no later than three months after the replacement conditions take effect or such longer period as the Director may specify in a notice published in the Government Gazette in relation to that type of ticket.

CHAPTER NINE – ACCESSIBLE TRANSPORT

Public transport services in Victoria are progressively being made accessible to people with disabilities, to comply with the provisions of the Commonwealth Government's Disability Discrimination Act (1992) and the Victorian Government's Disability Standards for Accessible Public Transport (2002).

All metropolitan and most V/Line trains are wheelchair accessible, along with most metropolitan and V/Line stations.

New trams and buses are being delivered with low floors for easy access, while an increasing number of tram stops in the Melbourne CBD and elsewhere on the tram network are being made into accessible stops.

Access for people using wheelchairs and mobility aids

Metropolitan

Trains

All metropolitan trains are wheelchair-accessible via a manual ramp deployed by the driver from the front carriage. Customers who need assistance boarding trains should wait on the platform near the front of the train.

Most metropolitan train stations are wheelchair-accessible and Premium stations have wheelchair-accessible toilets. Customers should phone Connex/Metro on 1800 700 105 to inquire about particular requirements such as obtaining assistance from station staff at Premium stations or travelling in large groups.

Trams

Low-floor trams have two allocated spaces for customers using wheelchairs or mobility aids, directly inside the first set of double doors. They also have a call button so that customers who need assistance getting off the tram can alert the driver to deploy a bridging plate at the door threshold.

People using wheelchairs and scooters can currently access low floor trams from platform stops on routes 109, 96, 6, 8 and 72. At the time of this manual going to press, there are around 300 accessible 'platform'-style tram stops on the Melbourne tram network.

The Department of Transport's Public Transport Division in conjunction with Yarra Trams and local councils are undertaking programs to increase the number of accessible trams stops. Contact Yarra Trams on 1800 800 166 for more information on accessible routes and stop locations.

Buses

Over 50 per cent of bus services in Melbourne use wheelchair-accessible low-floor buses, including SkyBus and NightRider services. The driver deploys a manual ramp from the door at the bus stop kerb.

Customers should contact the relevant operators to find out which services are operated with low-floor buses. Some bus companies' timetables also show which services are operated by low-floor buses.

A demand responsive wheelchair-accessible bus is available for travel between St Kilda, Port Melbourne, Flinders Street and Southern Cross stations. It can transport up to three customers in wheelchairs and four other customers. For bookings, phone 1800 012 061.

Regional

V/Line trains and coaches

All V/Line stations are wheelchair accessible. All trains are accessible via a portable wheelchair ramp deployed by the conductor on request. Space for customers with disabilities on trains may be limited and customers may be restricted to particular parts of the train.

Conductors and station staff are available on request to further assist customers.

Wheelchair accessible toilets are available on all Sprinter and V/Locity railcars, while limited accessible toilet facilities are available on locomotive-hauled services. Some V/Line coach services are wheelchair accessible.

Customers with disabilities should phone 136 196 for information on which services are most suitable for their needs. Bookings for customers using wheelchairs or scooters on V/Line rail and coach services are required at least 24 hours in advance.

Buses

Certain regional town bus routes are operated with low-floor buses. The driver deploys a manual ramp from the door at the bus stop kerb.

Customers should contact the relevant operator to find out which services are operated with low-floor buses.

Mobility aids

A mobility aid (wheelchair, scooter or motorised vehicle) needs to:

- Fit within an allocated space of 1300 mm (length) x 800 mm (width)
- Be no more than 750 mm wide at a height 300 mm above the ground to fit between the wheel axles of a bus

Additionally, the total weight of the mobility aid, its user and any attendants must be less than 300kg, as this is the maximum load for boarding devices such as ramps.

Mobility aids that exceed these standard wheelchair dimensions (800 mm wide x 1300 mm long) may not be able to be accommodated.

Service animals

Assistance animals

Only animals identified on an Assistance Animal Pass can travel on all Victorian public transport services.

All other animals travel subject to the conditions stated on page 83 of this manual.

Assistance Animal Pass

The Assistance Animal Pass has been developed to assist people with an ongoing disability (including issues relating to ageing and psychiatric illness) who are unable to use public transport without an assistance animal. The Assistance Animal Pass will only be issued to people whose animals have been trained with the necessary training to travel on public transport.

Animals that have only been trained to provide companionship and support at home will not qualify for the pass.

The Assistance Animal Pass is separate from the Companion Card (see page 40). If an applicant requires both an assistance animal and a companion to travel on public transport, they must apply for both an Assistance Animal Pass and Companion Card.

The Assistance Animal Pass is only issued to people who can demonstrate that their assistance animal alleviates the effects of their disability.

Types of assistance animals covered by the Assistance Animal Pass include:

- Guide Dogs: trained to help blind or visually-impaired people
- Hearing Dogs: trained to help deaf or hearing-impaired people
- Mobility Support Animals: trained to help people with physical disabilities who use wheelchairs or have difficulty moving
- Medical Alert Animals: trained to assist their handlers before and during a medical emergency
- Psychiatric service animals: trained to provide support to people with psychiatric disabilities.

The Metlink Central Pass Office (CPO) manages the Assistance Animal Pass application process, assessment of animal suitability and issue of Assistance Animal Pass. Contact the Metlink CPO on 9619 1159 or 9619 1650.

CHAPTER TEN – BICYCLES AND OTHER LUGGAGE

Folding bicycles

Folding bicycles can be carried free on metropolitan trains, trams and buses, V/Line trains and coaches, and regional town bus services at any time. Folding bicycles must not exceed the dimensions of 82cm long x 69cm high x 39cm wide, have wheel rims no more than 20 inches (51 cm) in diameter and be folded up and stored inside a bag or cover before boarding.

A folding bicycle means a bicycle that has small wheels and frame latches allowing the frame to be collapsed. Regular bicycles of any size, with or without wheels, are not considered folding bicycles and are subject to the conditions below regarding bicycles on public transport.

On metropolitan buses folding bicycles cannot be stored in parcel racks. On V/Line trains and coaches, folding bicycles cannot be stored in overhead luggage racks.

Bicycles

Metropolitan trains

Bicycles can be carried free on metropolitan trains at any time. Cyclists must not, at any time, board at the first door of the first carriage, or store a bicycle in the area adjacent to this door, as this area is reserved for customers in wheelchairs.

As a courtesy to fellow customers, cyclists are requested to avoid heavily congested carriages.

V/Line trains

Bicycles can be carried free on V/Line trains at any time. On V/Line trains, bicycles must be stowed in the location(s) designated by the conductor. V/Line has several different train types and VLocity and Sprinter trains in particular have limited space for bicycles. If a V/Line conductor determines that there is not sufficient room to carry a bicycle on a V/Line train, it will not be able to be carried on that train. Bicycles must not obstruct passageways or doorways and must not inconvenience other customers.

As a courtesy to fellow customers, cyclists are requested to avoid heavily congested carriages.

Trams, metropolitan buses, regional town buses, V/Line coaches

Bicycles are not permitted on these services at any time, with the exception of folding bicycles (see above).

Bicycle lockers

Some metropolitan and V/Line train stations have bicycle lockers, which can be used to store bicycles, helmets and safety vests.

Customers may obtain lockers for up to 3 months by paying a bond, which will be returned at the end of the period (provided the locker is clean, undamaged and that the locker key is returned in a serviceable condition). This period can be extended beyond 3 months if renewal is applied for on or before the expiry date. Other stations such as Southern Cross have a self-storage locker system.

Bicycle lockers at unstaffed stations may be reserved at a nearby staffed station.

Items are stored in bicycle lockers at the customers' own risk. Operators will not be liable for any loss of or damage to items stored in bicycle lockers.

Bicycle cages

Bicycle cages have been installed at a number of metropolitan and V/Line stations. A bicycle cage allows the storage of over 20 bicycles in a cage secured by a locked door that is opened with an electronic swipe card.

Customers can obtain a parking place in a bicycle cage by contacting Bicycle Victoria and by paying a refundable deposit for a swipe card that provides access to the cage.

For further information on bike cage locations and obtaining a space in one call Bicycle Victoria on 1800 639 634 or visit bv.com.au

Transport operators and Bicycle Victoria will not be liable for any loss or damage to items stored in bicycle cages.

Surfboards

Metropolitan and regional town services

Surfboards are not permitted onboard metropolitan trams and buses or regional town services at any time.

Surfboards can be carried for free on metropolitan trains. Surfboards must not obstruct passageways or doorways and must not inconvenience other customers.

Customers with surfboards are requested to avoid travelling during peak periods.

On metropolitan trains, surfboards must not be placed near the first door of the first carriage, as this space is reserved for customers in wheelchairs.

V/Line

Surf skis, sailboards, canoes and similar items are not permitted on V/Line trains.

Generally, V/Line coaches do not carry bicycles, surfboards, surf skis, sailboards, canoes and similar items. There is an exception for coach services along coastal routes where surfboards and boogie boards may be carried subject to available space on the day of travel. Customers are to be aware that this applies to both the forward and return legs of the journey.

Call 136 196 for further information.

Bicycles and surfboards on other public transport services

Customers travelling with bicycles or surfboards on CountryLink or Great Southern Railway services must contact these companies directly to arrange carriage of bicycles and surfboards. Customers who are travelling on these services must comply with the conditions of carriage set by these operators.

Luggage on V/Line services

On V/Line trains, customers' luggage can be stowed in overhead racks above the seats and in the vestibules at the end of each carriage. On V/Line coaches, luggage can be stowed in overhead racks above the seats or in the luggage space underneath the coach.

The luggage allowance on V/Line train and coach services is 30kg per customer (two items of up to 15kg each) plus one item of hand luggage.

Prams, pushers and strollers (weighing up to 20 kg), children's car seats, wheelchairs and small items of sporting and camping equipment (a set of golf clubs or snow skis, stocks and boots will be treated as one piece of luggage) will also be carried as luggage. Surf skis, sailboards, canoes and similar items will not be carried as luggage.

Customers are advised to keep their luggage with them at all times when travelling and to carry all personal medication, keys and valuables in their hand luggage.

Customers with special needs can seek assistance with luggage from station staff, train conductors and coach drivers when boarding, alighting or transferring between services.

Checked luggage

A checked luggage service is available onboard locomotive-hauled V/Line train services. Locomotive-hauled trains operate on the Albury, Bairnsdale, Shepparton, Swan Hill and Warrnambool lines. Checked luggage will only be carried to stations beyond Seymour (Shepparton services), Traralgon (Bairnsdale services), Eaglehawk (Swan Hill services) and Marshall (Warrnambool services).

Customers must check in their luggage at least 30 minutes before their service is scheduled to depart. Wherever possible, the luggage will travel on the same service (wheelchairs, sporting equipment, prams and similar items must travel on the same service).

Customers must clearly label all luggage with their name and address, their destination and the date and service they are travelling on, as well as removing all previous luggage tags.

When checking in luggage, station or agency staff and coach drivers must give the customer the receipt portion of the luggage tag. Customers must present this tag to retrieve their luggage. Tags are colour-coded to help staff sort luggage according to its destination.

Luggage can only be sent to the customer's destination. If that location is unstaffed, the customer must pick up the luggage as soon as it arrives. V/Line is not liable for lost luggage.

Customers who lose their luggage tags must sign a declaration giving a description of the items and indemnifying V/Line against any loss or claim for wrong delivery. V/Line will only return the luggage if sufficient evidence of ownership is provided.

At Southern Cross Station, checked luggage will be delivered on the platform beside the train or beside the road coach immediately on arrival. Luggage unclaimed on arrival will be transferred to the luggage hall. At other stations or stops luggage will be delivered on the platform beside the train or on the roadside beside the road coach.

Liability and insurance

V/Line may pay up to \$600 to any customer whose checked luggage is lost, damaged or delayed as a result of negligence by V/Line's employees, agents or contractors but only when:

- The items were in a suitcase, bag or other receptacle that was securely locked and clearly labelled with the customer's name, address and destination
- The luggage was handed to an employee, agent or contractor of V/Line and a luggage tag was obtained for each item

V/Line is not liable for any loss, damage or delay to bicycles, surfboards, sporting or camping equipment. V/Line is not liable for any loss, damage or delay arising out of any other cause. Customers who require additional cover should obtain appropriate travel insurance.

Dangerous goods

Items likely to injure or endanger other persons are not permitted to be carried on passenger vehicles in Victoria.

Examples of such items prohibited from carriage on passenger vehicles include:

- Flammable liquids and gases (petrol, kerosene, LPG, propane)
- Firearms
- Explosives
- Corrosive or acidic chemicals

Cloakrooms

Limited cloakroom space is available at Bendigo, Geelong and Wodonga stations for storage of items which will not fit in luggage lockers eg. sporting equipment, wheelchairs and other items.

To store items in the cloakroom, customers must pay \$2.60 per item per day and will be issued with a separate ticket for each item.

To retrieve an item, customers must present their ticket at the cloakroom and pay any overtime charges due. Staff should ask for a description of the item.

If a customer needs to access an item from the cloakroom, the ticket must be handed in and another ticket issued and paid for when the item is returned to the cloakroom.

Customers who lose their ticket must sign a declaration giving a description of the item. They must pay any outstanding charges along with a \$1.20 search fee.

V/Line is not liable for any loss of or damage to items stored in cloakrooms.

Prams, shopping jeeps and golf buggies

Prams, pushers, shopping jeeps, golf buggies and similar items can be carried for free on public transport services, as long as the comfort, access and safety of other customers are not affected.

Motorised vehicles

Petrol-driven vehicles of any kind are not permitted on public transport services for safety reasons.

Electrically-driven mobility aids (such as wheelchairs and scooters) are permitted on public transport, but must conform to the dimensions given on page 79 of this manual.

Animals

Only animals identified on an Assistance Animal Pass can travel on all public transport services.

All other animals travel subject to the conditions stated below.

Metropolitan services

Dogs on leads are permitted on metropolitan trains, but only if they are muzzled.

It is strongly advised that customers with dogs do not travel during weekdays between 7.00 am and 9.00 am and between 4.00 pm and 6.00 pm.

Dogs are not allowed on seats, are not allowed to block doorways or passageways and must be controlled by their owner at all times.

Owners must clean up any mess created by their dogs.

Small animals can travel on metropolitan trains, trams and buses, but they must be in a suitable container.

V/Line services

Animals are not permitted to travel on V/Line train and coach services with the exception of guide dogs, hearing guide dogs, guide dogs in training or an animal identified on an Assistance Animal Pass (see page 79).

CHAPTER ELEVEN – TICKETING PROCEDURES AND INFRINGEMENT NOTICE PROCESS

Customer obligations

A customer who pays a fare for a short term ticket, but does not receive a ticket in return is travelling without a valid ticket. Customers who observe or experience bus drivers, conductors or other staff accepting money without issuing a short term ticket or topping up a myki are requested to report this to Metlink on 131 638 for further investigation.

Bus driver obligations

Bus drivers are required to sign on with their shift details to the ticketing system, if present, as they leave the depot and sign off at the end of their shift. **Bus drivers are not permitted to accept money without issuing a valid short term ticket or topping up a myki.** If a customer pays for their ticket and does not take it, the driver must call them back and give it to them. If the customer declines to accept the ticket the driver must immediately make a tear in the ticket and leave it in their change tray until the customer leaves the bus, when it can then be discarded.

Tram driver obligations

Tram drivers are responsible for signing onto the ticketing system when they enter the tram. This should occur prior to leaving the depot to ensure the ticketing equipment is operational. Drivers must not sign off prior to arriving at their final destination or depot.

Authorised Officers

Public transport operators employ staff to perform the role of ‘Authorised Officers’ under the *Transport Act* and Transport Regulations. These officers are authorised by the Victorian Government’s Department of Transport after they have been trained in the relevant law and procedures, and have passed a stringent security check and interview.

Where a person is detected by an Authorised Officer travelling on public transport without a valid ticket, and it is believed the person had a reasonable opportunity to purchase a short term ticket or top up a myki and/or touch on, the Authorised Officer should inform the person in clear terms what offence he/she believes has been committed. This also applies where a person is detected/observed committing another offence under the *Transport Act* or Regulations. The officer may inform the person that he/she intends to report the matter to the Department of Transport and that they may receive an infringement notice in the mail. The person will then be requested by the Authorised Officer to state their name and address.

Authorised Officers and police are empowered by section 218B of the *Transport Act* to obtain the name and address of a person reasonably believed to have committed an offence against the *Transport Act* or Regulations. This can be done orally, or in writing or by producing documents confirming such details given.

Anybody who fails or refuses to give their name and address, or gives false details to an officer commits another offence.

The officer can also request the person to provide evidence of name and address.

Report of non-compliance

To report an offence an officer will compile a ‘report of non-compliance’, which contains a summary of the non-compliance alleged, the name and address of the person being reported, the location of the occurrence, the time, date, etc. This document, along with any evidence such as a confiscated myki or short term ticket, is forwarded to the Department of Transport for processing. The documentation is checked for completeness and, if deemed appropriate, an infringement notice is generated and posted to the alleged offender.

Infringement notice procedures

Upon receiving an infringement notice a person has 42 days (from the notice date) to deal with the matter. If the penalty amount is paid within 42 days, the matter is finalised and no further action is taken. If the penalty amount is not paid within 42 days, Penalty Reminder Notices are

generated and sent to the same address to remind the alleged offender of the overdue payment. The Penalty Reminder Notice adds additional administration costs to the penalty. The matter can still be finalised by payment of the penalty (plus administrative costs) within 42 days from the date of the Penalty Reminder Notice. If a person wishes to pay the penalty but because of genuine financial hardship, cannot afford to pay it in one payment, they are encouraged to contact the Department of Transport (DOT) who may grant an extension of time to pay. The DOT system does not allow for part payments-the whole amount must be paid to finalise the matter. The telephone number for infringement payment enquiries is **1300 135 066**.

Where no contact has been made with the DOT within either of the two 42 day periods mentioned above, and the infringement notice remains unpaid, the matter is transferred to the Infringements Court (a division of the Magistrates' Court), for enforcement. Once the matter has transferred to the Infringements Court, any enquiries about the matter must be directed to the Infringements Court, not the Department of Transport. The Infringements Court telephone enquiry number is **9611 7600** or toll free **1800 150 410**. Unpaid infringement notice matters for children are handled by the Children's Court **8638 3300**.

Objections to infringement notices

If a person wishes to have an infringement notice reviewed, this may be done in writing by letter to **GPO, Box 2797, Melbourne VIC 3000** or fax **9655 8822**; or by email to **tia@transport.vic.gov.au**. Upon receipt of a request for review, the infringement process is put on hold, which means the 42 day period is suspended until a decision is made whether to uphold or reject the appeal. If not satisfied with the decision, a person may elect to have the matter taken before a Magistrate. A person may also elect to have the matter dealt with in Court without the appeal process taking place, by notifying the DOT on receipt of the infringement notice.

CHAPTER TWELVE – MYKI TERMS OF USE

General Conditions

A myki (‘the Card’) is issued to a cardholder (‘the Cardholder’) subject to the conditions contained in this chapter (‘myki Terms of Use’) as amended, replaced, consolidated or re-enacted from time to time.

The Card may only be used to obtain or prove an entitlement to use a public transport service to which the conditions in this manual apply (‘Public Transport Service’). Subject to all applicable conditions contained in this manual and in the regulations under the **Transport Act 1983**, the Card may be used for these purposes by –

- (a) either –
 - (i) paying money into the account associated with the Card (‘Card Account’) and having that amount recorded as stored value (‘Value’) on the Card for the purpose of using Value to pay for Public Transport Services; or
 - (ii) paying directly for a Public Transport Service and having that fact, and the description of the relevant service (‘Product’), recorded on the Card; and
- (b) touching on and touching off the card in accordance with the conditions contained in this manual.

Where a Cardholder makes a payment from Value on the Card in accordance with the conditions contained in this manual, the amount of the payment will be deducted from that Value. Value and Product may only be added to the Card by such means as are specified in this manual.

The Card remains the property of TTA. TTA or its authorised representatives may inspect, deactivate, suspend or take possession of the Card or require its return at any time in their discretion without notice to the Cardholder and the Cardholder must comply with any directions of TTA or its representatives in this regard. The Cardholder must not alter, tamper or interfere with the Card or knowingly use a defective Card.

Transactions which would result in the Value on the Card exceeding the maximum amount specified in this manual will be rejected. The Card may not be able to be used if the Value falls below the relevant minimum amount specified in chapter 8 of this manual.

If TTA, in its absolute discretion, allows the Card to operate with a debit (negative) Value balance, the Cardholder must pay TTA any debit (negative) balance on the Card upon request by TTA and any Value subsequently added to the Card will be applied first by TTA to any debit (negative) balance.

The Cardholder is liable to pay the fees and charges as published in this manual from time to time. The applicable fees and charges may be deducted from the Value on the Card.

Any person presenting the Card may redeem Value on the Card for money (less any amounts owed by the Cardholder to TTA), subject to complying with any applicable conditions specified in this manual. TTA is entitled to reject an application to redeem Value on a Card if there has been a material breach of these myki Terms of Use.

Until five years after the last use of the Card or the last activity on the Card Account not initiated by TTA, the TTA will hold all money representing Value on the Card unless, prior to that time, the Value is redeemed in accordance with the conditions contained in this manual. After that time, such money, other than amounts the value of which is less than \$20 (or any higher amount prescribed under the Unclaimed Money Act 2008) will be ‘unclaimed money’ for the purposes of that Act and will only be able to be claimed from the Registrar of Unclaimed Money.

Apart from the right to redeem Value in accordance with these myki Terms of Use, the Cardholder has no legal, equitable or other right or interest in relation to money representing Value on the Card. No trust or other fiduciary relationship exists between TTA and the Cardholder. TTA owns all data and expressions of that data resulting from, or in respect of, transactions generated or processed in relation to use or operation of the Card.

Any complaint about a public transport service must be raised directly with the operator. A complaint in relation to the Card or Card Account may be made by contacting TTA at myki.com.au or by calling 13 myki (13 6954). If a complaint in relation to the Card is not resolved by contacting TTA, the Public Transport Ombudsman provides a cost-free, independent and accessible dispute resolution scheme. Further information about the Public Transport Ombudsman is available at ptovic.com.au or by calling 1800 466 865.

TTA's records are, in the absence of manifest error, conclusive of the amount of Value on the Card and any other matter in relation to the Card Account or the Card. TTA may adjust the Card Account or Card balance retrospectively if TTA reasonably believes that either of them is incorrect.

If any part of these Conditions is invalid, the Conditions are invalid only to the extent of such part without invalidating the remaining parts of these Conditions.

Additional Conditions for Registration and Registered Cards

Upon request in the manner required by TTA, TTA will register a Card ('the Registered Card') subject to these Additional Conditions for Registration and Registered Cards.

If there is any inconsistency between these Additional Conditions for Registration and Registered Cards and the conditions in this chapter under the heading "General Conditions", these Additional Conditions for Registration and Registered Cards will prevail to the extent of that inconsistency.

Each Registered Card must also have a person registered with TTA as an Account Holder ('the Account Holder'). The Account Holder will manage, and the Cardholder will use, the Registered Card in accordance with the rights and obligations given to each of them under these myki Terms Use. An Account Holder may manage multiple Card Accounts. TTA is entitled to rely upon any instructions given by the Account Holder in relation to the Registered Card.

The Cardholder or Account Holder must advise TTA as soon as possible if a Registered Card is lost or stolen. TTA will deactivate the Registered Card following notification by either the Cardholder or the Account Holder that it is lost or stolen. If a Registered Card is lost or stolen, the Cardholder or Account Holder has no liability in respect of that Card, or for any costs incurred using that Card, after the time the loss or theft of the Card is notified to TTA, other than any fees which apply.

Where a Registered Card has been lost or stolen, the Cardholder or Account Holder may obtain a replacement Registered Card subject to complying with TTA's requirements, which, at TTA's discretion, may involve payment of a fee as specified in this manual.

Where a Registered Card has been replaced, TTA will, after deducting any amounts owed to TTA, transfer the Value and/or Product from the Registered Card which is being replaced to the new Registered Card. Any money payable by TTA in respect of the redemption of Value on a Registered Card will only be payable to the Account Holder.

CHAPTER THIRTEEN – DEFINITIONS AND INTERPRETATIONS**Definitions**

In this manual, the following definitions apply:

‘account holder’ means the person in whose name an account associated with a myki is registered and who has authority to manage that account.

‘authorised officer’ has the same meaning as in section 208 of the **Transport Act 1983**.

The relevant text of section 208 reads:

‘authorised officer’ means a person authorised by the Secretary under section 221A or 221AB.

‘authorised person’ has the same meaning as ‘authorised person (ticketing)’ in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of regulation 5 reads:

‘authorised person (ticketing)’ means –

- (a) an authorised officer; or
- (b) a member of the police force; or
- (c) a person employed by a passenger transport company or a bus company who has duties in relation to the issue, inspection or collection of tickets for travel in a passenger vehicle or for entry to a designated area; or
- (d) a person (other than a person referred to in paragraph (a) or (c)) appointed in writing by a passenger transport company or a bus company or the Secretary or the Director for the purposes of these Regulations; or
- (e) if a bus company is a natural person, that person.

‘bus’ means –

- (a) a motor vehicle having more than 12 seating positions, including the driver’s seating position; or
- (b) a public commercial passenger vehicle.

‘bus company’ has the same meaning as in section 2(1) of the **Transport Act 1983**.

The relevant text of section 2(1) reads:

‘bus company’ means a person or body that has entered into a contract with the Crown, or the Secretary or the Director on behalf of the Crown, for the provision of any transport services (including a service contract within the meaning of the **Public Transport Competition Act 1995**) but does not include a person or body that is a passenger transport company.

‘bus route’ means the route of operation of a bus.

‘bus stop’ means a place designated by means of a sign and forming part of a bus route where a bus stops for persons to board and leave the bus.

‘business day’ has the same meaning as in section 2(1) of the **Transport Act 1983**.

The relevant text of section 2(1) reads:

‘business day’ means a day that is not –

- (a) a Saturday or a Sunday; or
- (b) a day that is wholly or partly observed as a public holiday throughout Victoria.

‘cardholder’ means the person who uses a myki to travel or to enter a designated area.

‘coach’ means a bus operated by or on behalf of V/Line.

‘concession entitlement’ means an entitlement to rely on a concession ticket for travel in a passenger vehicle or entry to a designated area set out in chapter 3 or chapter 6.

‘concession ticket’ has the same meaning as in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of regulation 5 reads:

‘concession ticket’ means a ticket that, in accordance with conditions determined and published under section 220D of the **Transport Act 1983** –

- (a) authorises a holder of the ticket to travel in a passenger vehicle, or to enter a designated area, at a price less than the full price to travel in the passenger vehicle or to enter the designated area; or
- (b) authorises a holder of the ticket, or a person accompanying the holder of the ticket, to free travel in a passenger vehicle or free entry to a designated area.

‘customer’ means a person who holds a ticket. In the case of a myki, the customer is the cardholder; where the account holder is the relevant party, this is indicated in the text.

‘designated area’ or **‘station paid area’** has the same meaning as ‘designated area’ in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of regulation 5 reads:

‘designated area’ means –

- (a) an area of land or an area within premises owned or occupied by a passenger transport company that is designated by the passenger transport company by means of signs in or near the area as an area for entry to which a ticket valid for that entry is required; or
- (b) if a railway station is specified by the Director in a notice published in the Government Gazette as a station to which this paragraph applies –
 - (i) a platform at that station;
 - (ii) a waiting room or area adjoining a platform from which the platform can be accessed without the need to pass a ticket validating machine, a smartcard reader or a ticket barrier;
 - (iii) an area between a platform and any ticket validating machine, smartcard reader or ticket barrier that it is necessary to pass to gain access to the platform.

‘Director’ has the same meaning as in section 2(1) of the **Transport Act 1983**.

The relevant text of section 2(1) reads:

‘Director’ means the Director of Public Transport under this Act.

‘Doncaster Park and Ride’ means the bus stop at the site bounded by Doncaster Road, Hender Street and the Eastern Freeway known as the Doncaster Park and Ride and forming part of metropolitan bus routes numbers 207, 280, 282, 284, 285, 307, 309, 313, 316 and 319.

‘fare’ means the price for travel in a passenger vehicle or entry to a designated area.

‘Government Gazette’ means the Victoria Government Gazette.

‘guardian’, means a person, other than a parent of a child, who has the care of the child.

‘journey’ or **‘trip’** means:

- (a) travel between two railway stations by train or any substitute mode of transport provided by the operator which must be continuous except for any breaks necessary for the sole purpose of changing trains or modes of transport; or
- (b) continuous travel on a single tram or bus to a scheduled destination for that tram or bus, but, if the travel to that destination is not able to be completed on that tram or bus, includes travel on a replacement tram or bus provided by the operator.

‘mode of transport’ means a tram, train or bus.

‘month’ means the period of time between the same dates in successive calendar months.

‘myki’ has the same meaning as in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of regulation 5 reads:

‘myki’ means a ticket that is a smartcard capable of –

- (a) recording the details of travel in a passenger vehicle or entry to a designated area for which payment has been made; and

- (b) when money has been paid into an account associated with the smartcard –
- (i) recording the value of that money; and
 - (ii) transferring information to other electronic devices so as to effect modifications to that value to reflect payment for travel in a passenger vehicle or entry to a designated area; and
 - (iii) recording that value as so modified.

‘myki check’ means a machine which enables a customer to view the contents of their myki, including myki money balance, myki pass, transactions and travel history.

‘myki machine’ means a vending machine which sells short term tickets and may also sell full fare mykis and permit the topping up of any myki with myki money or a myki pass.

‘myki money’ has the meaning given in chapter 4.

‘myki money balance’ means the value, recorded on a myki, of the dollar amount in the account associated with the myki and includes a negative amount.

‘myki pass’ means a pre-purchased authority, electronically recorded on a myki, to travel in a passenger vehicle and enter designated areas within the zone or zones, and during the period of time, specified, subject to compliance with all other applicable conditions contained in this manual.

‘myki reader’ means an electronic device capable of –

- (a) transferring information from and to a myki or short term ticket and recording that information; and
- (b) modifying the myki money balance on a myki –

when the myki or short term ticket is touched on or touched off using the device.

‘myki retailer’ means the place of business of a retail agent equipped to sell and top up mykis.

‘operator’ means:

- (a) Metro Trains Melbourne Pty Ltd [trading as Metro] (ACN 136 429 948) and KDR Victoria Pty Ltd [trading as Yarra Trams] (ACN 138 066 074), each a passenger transport company under the **Transport Act 1983**;
- (b) V/Line;
- (c) a passenger transport company under the **Transport Act 1983** that has entered into a contract with the Secretary or the Director for the provision by that person of a service carrying customers by tram or train;
- (d) a bus company.

‘passenger service’ means a public transport service that is a tram, train or bus service provided by an operator.

‘passenger vehicle’ means a tram, train or bus operated by or on behalf of an operator.

‘product’ means an authority, electronically recorded on a myki, to travel in a passenger vehicle and enter designated areas within the zone or zones, and during the period of time, specified, subject to compliance with all other applicable conditions contained in this manual.

‘public commercial passenger vehicle’ has the same meaning as in section 86(1) of the **Transport Act 1983**.

The relevant text of section 86(1) reads:

‘public commercial passenger vehicle’ means a commercial passenger vehicle operated by or proposed to be operated by –

- (a) any person, to be used under contract with the Department of Education of Victoria, which contract is approved by the Director; or
- (b) any person for the carriage of members of the public along a fixed route on a regular basis, whether or not fares are charged, and the operation of which commercial passenger vehicle is approved by the Director.

‘Public Transport Authorities’ means TTA, the Department of Transport and any agent, contractor or delegate of TTA or the Department of Transport including Metlink and public transport operators.

‘public transport service’ has the same meaning as in section 208 of the **Transport Act 1983**. The relevant text of section 208 reads:

‘public transport service’ means a service provided by a bus company or a passenger transport company to transport members of the public, and includes any ancillary matters such as allowing entry to any place used in relation to the provision of such a service.

‘Public Transport Ticketing Body’ has the same meaning as in section 2(1) of the **Transport Act 1983**.

The relevant text of section 2(1) reads:

‘Public Transport Ticketing Body’ means –

- (a) the State body established for the purposes of the **State Owned Enterprises Act 1992** by Order in Council made on 17 June 2003 and published in Special Government Gazette S119 on 17 June 2003; or
- (b) if the State body referred to in paragraph (a) is declared to be a State business corporation (by whatever name called) under the **State Owned Enterprises Act 1992**, that State business corporation;

‘regional bus zone’ means the bus routes, or parts of bus routes, depicted as being in a zone with a zone number between 3 and 78 inclusive on a map on pages 25 to 33.

‘responsible person’, in relation to a child travelling on a passenger service, means a person travelling with, and responsible for supervising, that child during the relevant journey.

‘retail agent’ means a person (other than an operator) engaged by the Public Transport Ticketing Body to act as its agent in relation to the sale of mykis and loading myki money or myki passes on mykis.

‘short term ticket’ means a ticket that is a smartcard which is capable of authorising travel for a nominated zone or range of zones until the expiry of the ticket.

‘smartcard’ has the same meaning as section 208 of the **Transport Act 1983**.

The relevant text of section 208 reads:

‘smartcard’ means a plastic card or other thing that –

- (a) contains an imbedded computer microchip capable of receiving, storing, processing and transferring information; and
- (b) may lawfully be used for the purpose of obtaining or proving an entitlement to use a public transport service.

‘staffed railway station’ means a railway station during the time when that railway station is open for business and has staff in the ticket office to provide service to customers.

‘statewide zone’ means all locations specified in the Stops and Fares Table opposite the same zone number between 3 and 78 inclusive in the next column of that table.

‘Stops and Fares Table’ means the table headed ‘Stops and fare zones’ in chapter 2.

‘suitable container’, in chapter 10, means a container that is designed specifically for the carriage of pets and is suitable for the pet being carried in the particular case.

‘ticket’ has the same meaning as in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of regulation 5 reads:

‘ticket’ means a ticket, pass, card, permit, authority, device, symbol or other thing issued, or which may be used, for the purpose of authorising travel in a passenger vehicle or entry to a designated area.

‘ticket barrier’ has the same meaning as in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of regulation 5 reads:

‘ticket barrier’ means a barrier which is intended to be used to regulate access to or egress from a part of a railway station that is a designated area.

‘touch on’ means to place a myki or a short term ticket on or near a myki reader so as to enable information to be transferred between the myki or short term ticket and the myki reader and, as required, processed so that –

- (a) in the case of a myki, the following are recorded on both the myki and the myki reader –
- (i) the time when and the place where the myki is so placed; and
 - (ii) if the myki reader is situated on a bus or a tram, the bus route or tram route and the vehicle concerned; and
 - (iii) that –
 - (A) there is on the myki a minimum myki money balance of at least \$0.01; or
 - (B) the time when and the place where the myki is so placed are consistent with a journey in a passenger vehicle or an entry to a designated area that is authorised by a myki pass loaded on the myki and that there is on the myki a minimum myki money balance of at least \$0.00; or
- (b) in the case of a short term ticket, the following are recorded on both the short term ticket and the myki reader –
- (i) the time when and the place where the short term ticket is so placed; and
 - (ii) that the time when and place where the short term ticket is so placed are consistent with a journey in a passenger vehicle or an entry to a designated area that is able to be authorised by the short term ticket.

‘touch off’ means to place a myki or a short term ticket on or near a myki reader so as to enable information to be transferred between the myki or short term ticket and the myki reader and, as required, processed so that –

- (a) in the case of a myki, the following are recorded on both the myki and the myki reader –
- (i) the time when and the place where the myki is so placed; and
 - (ii) if the myki reader is situated on a bus or a tram, the bus route or tram route and the vehicle concerned; and
 - (iii) if payment for the journey in a passenger vehicle, or part of that journey, or for the entry to a designated area, indicated by the time and place has been, or is to be, made by myki money –
 - (A) confirmation that such payment has been previously made; or
 - (B) a modification of the myki money balance recorded on the myki to reflect the making of such a payment or to create a negative balance; and
 - (iv) if the journey in a passenger vehicle, or part of that journey, or the entry to a designated area, indicated by the time and place, is consistent with a journey in a passenger vehicle or an entry to a designated area that is authorised by a myki pass loaded on the myki, that fact; or
- (b) in the case of a short term ticket, the following are recorded on both the short term ticket and the myki reader –
- (i) the time when and the place where the short term ticket is so placed; and
 - (ii) that the time when and place where the short term ticket is so placed are consistent with a journey in a passenger vehicle or an entry to a designated area that is able to be authorised by the short term ticket.

‘train’ has the same meaning as in regulation 5 of the Transport (Ticketing) Regulations 2006.

The relevant text of regulation 5 reads:

‘train’ includes a single carriage (whether powered or not) which does not form part of a set or series of carriages.

‘Transport Ticketing Authority’ or **‘TTA’** means the Public Transport Ticketing Body.

‘V/Line’ means V/Line Passenger Pty Ltd (ACN 087 425 269), a passenger transport company under the **Transport Act 1983** or any passenger transport company under the **Transport Act 1983** that has entered into a contract with the Secretary or the Director for the provision of services carrying passengers by train and which operates predominantly country services under that contract.

‘V/Line ticket agent’ means the place of business of a retail agent in regional Victoria (ie, outside metropolitan Melbourne) equipped to sell and top up mykiss and short term tickets, and make seat reservations on V/Line services.

‘zone’ means –

- (a) zone 1; and
- (b) zone 2; and
- (c) the City Saver area defined by the City Saver map in chapter 2; and
- (d) a regional bus zone; and
- (e) a statewide zone.

‘zone 1’ means –

- for train services, the railway lines depicted as Zone 1 on the Melbourne Train Network map in chapter 2; and
- for tram services, the tramways depicted as Zone 1 on the Melbourne Tram Network map in chapter 2; and
- for bus services, the bus routes, or parts of bus routes, specified as being in Zone 1 in the paragraphs and tables under the heading ‘Melbourne Bus Zones’ in chapter 2.

‘zone 2’ means –

- for train services, the railway lines depicted as Zone 2 on the Melbourne Train Network map in chapter 2; and
- for tram services, the tramways depicted as Zone 2 on the Melbourne Tram Network map in chapter 2; and
- for bus services, the bus routes, or parts of bus routes, specified as being in Zone 2 in the paragraphs and tables under the heading ‘Melbourne Bus Zones’ in chapter 2.

For the purposes of this manual, the fact that a tramway is not laid entirely in public streets or roads does not prevent a vehicle running on that tramway from being characterised as a tram.

For the purposes of this manual –

- (a) if a ticket is valid for a person’s journey, the ticket authorises that journey; and
- (b) if a ticket is valid for a person’s entry to a designated area, the ticket authorises that entry to the designated area.

Public transport day

For the purposes of this manual, in any condition specifying the period of an entitlement to travel in a passenger vehicle or to enter a designated area –

- (a) a reference to a day means the period commencing at 3.00 am and ending at the following 3.00 am; and
- (b) a reference to a particular day means the period commencing at 3.00 am on that day and ending at 3.00 am on the following day.

Travelling within a zone or zones

For the purposes of this manual, to **‘travel in a zone’** or **‘travel within a zone’** –

- (a) in relation to zone 1 or zone 2, means to travel in a passenger vehicle along a railway line or tramway depicted, or a bus route or part of a bus route specified, as being in, respectively, zone 1 or zone 2 and includes any entry to a designated area in the relevant zone; or
- (b) in relation to the City Saver area, means to undertake a single journey in a passenger vehicle that is entirely within that area and includes an entry to a designated area associated with that journey; or
- (c) in relation to a regional bus zone, means to travel in a bus along a bus route, or part of a bus route, depicted as being in that zone; or
- (d) in relation to a statewide zone, means to undertake a journey in a V/Line train or a coach or a bus (other than a bus the route of which is in either or both of zone 1 or zone 2 or is referred to in subparagraph (c)) from, to or through a location that is part of such a zone and includes any entry to a designated area associated with that journey; and
- (e) in relation to a statewide zone, also includes an entry to a designated area in such a zone, other than an entry to a designated area referred to in subparagraph (d).

For the purposes of this manual, the number of statewide zones in which a customer travels is deemed to be the number derived by subtracting the zone number of the lowest numbered location that forms part of the relevant journey from the zone number of the highest numbered location that forms part of the journey and adding one.

Zone overlaps

For the purposes of this manual, a zone overlap is where the same part of a railway line, tramway or bus route, or a location, is depicted or specified as being in two consecutively numbered zones.

For the purposes of a customer's travel, which zone applies depends on whether the customer is travelling to, or from, or entirely within, the zone overlap.

If the customer has travelled to the zone overlap from, or is travelling from the zone overlap to, the lower numbered zone or zones with a lower number than that zone, the lower numbered zone applies.

If the customer has travelled to the zone overlap from, or is travelling from the zone overlap to, the higher numbered zone or zones with a higher number than that zone, the higher numbered zone applies.

If the customer is travelling entirely within a zone overlap the customer must have a ticket that is valid for at least one of the zones.

Public holidays

For the purposes of this manual a reference to public holidays refers to the following days:

Friday	25 December	2009	Christmas Day
Monday	28 December	2009	Boxing Day
Friday	1 January	2010	New Year's Day
Tuesday	26 January	2010	Australia Day
Monday	8 March	2010	Labour Day
Friday	2 April	2010	Good Friday
Saturday	3 April	2010	Easter Saturday
Monday	5 April	2010	Easter Monday
Monday	26 April	2010	ANZAC Day (substitute)
Monday	14 June	2010	Queen's Birthday
Tuesday	2 November	2010	Melbourne Cup Day
Sunday	26 December	2010	Boxing Day
Monday	27 December	2010	Christmas Day (substitute)
Tuesday	28 December	2010	Boxing Day (additional day)

Interpretation

In the conditions contained in this manual, unless the context otherwise requires:

- (a) words importing the singular include the plural and vice versa;
- (b) words importing a gender include any gender;
- (c) an expression importing a natural person includes any company, partnership, trust, joint venture, association, corporation or other body corporate and any governmental agency;
- (d) a reference to a chapter is to a chapter of this manual;
- (e) a reference to any statute, regulation, proclamation, order in council, ordinance, by-law or rule, includes all statutes, regulations, proclamations, orders in council, ordinances, by-laws or rules varying, consolidating, re-enacting, extending or replacing them and a reference to a statute includes all regulations, proclamations, orders in council, ordinances, by-laws or rules issued under that statute;
- (f) a reference to a document or a provision of a document includes an amendment or supplement to, or replacement or novation of, that document or that provision of that document;
- (g) a reference to a person includes that person's executors, administrators, successors, substitutes (including, without limitation, persons taking by novation) and permitted assigns; and
- (h) a reference to an operator includes an operator's officers, employees, contractors, agents or other representatives.

Contact information

Metlink

Customer Information Line **131 638**

TTY **9619 2727**

Website: **www.metlinkmelbourne.com.au**

The Metlink website and information line provides timetable, route and ticketing information on metropolitan bus, train and tram services.

Viclink

Customer Information Line **136 196**

TTY **9619 2727**

Website: **www.viclink.com.au**

The Viclink website and information line provides timetable, route and ticketing information on regional bus, train and coach services.

V/Line

Customer Information **136 196**

Customer Feedback Line **1800 800 120**

Website: **www.vline.com.au**

The V/Line customer information line provides timetable, route and fare information for regional trains and coaches. Reservations can be made. The V/Line feedback line allows customers to provide compliments/complaints regarding any V/Line operated service.

Connex/Metro

Customer Feedback **1800 800 705 (Connex)**
1800 696 3876 (Metro)

Lost Property (9.00 am–4.30 pm; Mon–Fri) **9610 7512**

Emergencies and level crossing failures **9619 2999**

Websites: **www.connexmelbourne.com.au**
www.metrotrains.com.au

The Connex/Metro feedback line allows customers to provide compliments/complaints regarding any metropolitan train service.

Yarra Trams

Customer Feedback **1800 800 166**

Lost Property (6.00 am–10.00 pm; Mon–Fri) **1800 800 166**

Website: **www.yarratrams.com.au**

The Yarra Trams feedback line allows customers to provide compliments/complaints regarding any tram service.

Bus services

For information on metropolitan or regional bus services contact Metlink or Viclink.

Public transport infringement enquiries

Department of Transport, Infringement Administration **1300 135 066**

Public Transport Ombudsman

Telephone **1800 466 865**

TTY **1800 809 623**

Website: **www.ptovic.com.au**

The Public Transport Ombudsman deals with complaints about Victorian Public Transport that members of the community have been unable to resolve directly with the Public Transport operators.

Myki forms processing bureau

Myki Mailbox
PO Box 4318
Melbourne
Victoria 3001

The myki forms processing bureau processes forms submitted by customers at staffed railway stations or the MetShop. Customers can also post forms directly to the bureau at the address above.

This page was left blank intentionally

bluestar * **PRINT**

The *Victoria Government Gazette* is published by Blue Star Print with the authority of the Government Printer for the State of Victoria

© State of Victoria 2009

This publication is copyright. No part may be reproduced by any process except in accordance with the provisions of the Copyright Act.

Address all enquiries to the Government Printer for the State of Victoria
Level 2 1 Macarthur Street
Melbourne 3002
Victoria Australia

How To Order

	Mail Order	Victoria Government Gazette Level 5 460 Bourke Street Melbourne 3000 PO Box 1957 Melbourne 3001 DX 106 Melbourne
	Telephone	(03) 8523 4601
	Fax	(03) 9600 0478
	email	gazette@bspvg.com.au
	Retail & Mail Sales	Victoria Government Gazette Level 5 460 Bourke Street Melbourne 3000 PO Box 1957 Melbourne 3001
	Telephone	(03) 8523 4601
	Fax	(03) 9600 0478
	Retail Sales	Information Victoria 505 Little Collins Street Melbourne 3000
	Telephone	1300 366 356
	Fax	(03) 9603 9920

Price Code E